User Guide

BlackBerry Z10 Smartphone

Version: 10.3.2

BlackBerry

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Setup and basics

New in this release

Introducing BlackBerry 10 OS version 10.3.2

BlackBerry 10 OS version 10.3.2 provides you with new features and improvements designed to make your BlackBerry device even more secure and to help you be more productive.

BlackBerry Hub

From the list of attachments, you can open the email related to an attachment, making it easier to reply to the message.

You can clear the list of recent contacts, to prevent those contacts from appearing as suggestions when you compose a message.

- Open a related email for an attachment
- Clear recent contact suggestions

Calendar

The Meeting Mode feature has been enhanced. You can choose the calendars, as well as the type and duration of calendar events that are affected by Meeting Mode.

When you schedule a meeting, you can now see when the meeting occurs in other time zones.

You can set your calendar to display growing numbers to indicate the busyness of a day. The size indicates only how busy you are during working hours.

- Configure Meeting Mode
- Preview time zones in an event
- Change how your calendar is displayed

Camera

Improvements have been made to the Camera app, for better results in areas with low light.

By default, the Face Detection feature is turned on and it has been improved to bring faces into better focus.

Turn off Face Detection

BlackBerry Assistant

You can set, pause, resume, or stop the timer by using the BlackBerry Assistant app.

Things you can do with the BlackBerry Assistant

Peek gesture

When you slide your finger up from the bottom of the screen and hold your finger in place, the date appears at the top of the screen.

File transfers

MTP support has been added to the BlackBerry 10 OS, allowing you to more quickly transfer media files between your computer and your device using a USB connection.

Transfer files between your computer and device using a USB connection

BlackBerry Browser

Voice support has been added to the BlackBerry Browser. This feature lets you hear content on webpages read aloud.

The BlackBerry Browser has been updated with more protection against known malware and phishing attacks.

To access the Private Browsing feature, you can now tap in the lower-left corner of the screen. If you have other tabs open, you can switch back to them during a private browsing session.

- Turn on voice support in reader mode
- Turn on private browsing

Security

BlackBerry Protect includes an anti-theft feature that is designed to provide more protection for the data on your device by more closely associating your device with your BlackBerry ID.

If you set up your device using the Setup app and you enter or create a BlackBerry ID, BlackBerry Protect is turned on automatically. If you turn off BlackBerry Protect, you can turn on the feature later from the BlackBerry Protect Settings screen.

If you update your device to BlackBerry 10 OS version 10.3.2 from an earlier version of the BlackBerry 10 OS, and you don't have BlackBerry Protect turned on, a notification provides information about how to turn on BlackBerry Protect.

When the BlackBerry Protect anti-theft feature is turned on, you must enter your BlackBerry ID to perform a security wipe. When you wipe the device, (for example, to switch to a new device or give away your device) the anti-theft feature is turned off.

If your device is ever lost or stolen, you can log in to the BlackBerry Protect website at protect.blackberry.com. From the BlackBerry Protect website, you can try to view your device location on a map, lock your device, and wipe the data from your device.

- Finding and protecting a lost device
- Set up BlackBerry Protect on your device

Secure messaging

If your email account is supported by Microsoft Exchange ActiveSync, you can use S/MIME for that account. If your organization uses an LDAP directory, you can configure your settings so that S/MIME certificates for users in the LDAP directory are available to you.

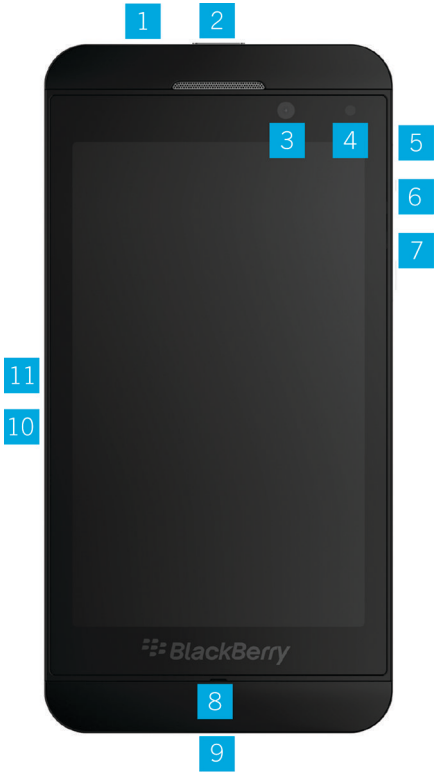
Configure your LDAP server settings

Phone

If your organization supports the use of multiple phone lines, you can make calls and send text messages using different phone numbers. Having different phone lines helps you and your organization to distinguish between personal use and work use of your device.

Switch between your work phone line and personal phone line

Your device at a glance



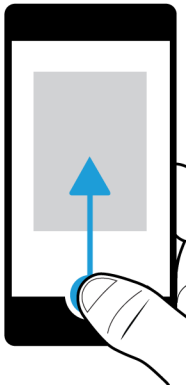
1. Headset jack
2. Lock screen (Press); Power on/off (Press and hold); Reset (Press and hold for 10 seconds)
3. Front camera
4. Notification LED
5. Volume up
6. Mute (Press); BlackBerry Assistant (Press and hold)
7. Volume down
8. Microphone
9. Speaker
10. USB port
11. HDMI port

What's different about the BlackBerry 10 OS?

If you're new to a BlackBerry 10 device, you might be eager to learn more about what makes it different from other BlackBerry devices. Find information about the home screen, settings, messages, and apps. Learn where to find your phone number and PIN and find out how to search.

How do I get back to the home screen?

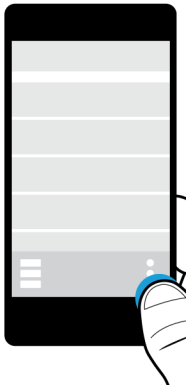
To get back to the home screen at any time, swipe up from the bottom of the screen.



How do I get to the menu?

There is no Menu key ( ) on your BlackBerry 10 device. You can find more features and options by exploring the menus.

To see more actions that you can perform in an app, tap or .

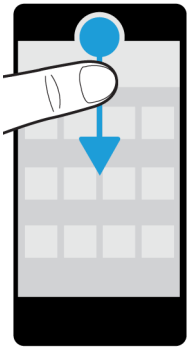


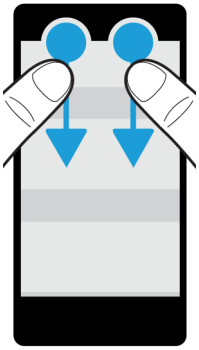
How do I change my settings and options?

Do any of the following:

- To find the settings and help for an app, swipe down from the top of the screen.
- To find the settings for the device, on the home screen, swipe down from the top of screen. Tap **Settings**.

  Note: In an app, to find the device settings, use two fingers and swipe down from the top of the screen. Tap **Settings**.

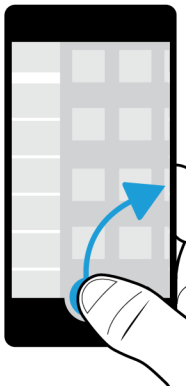




Where is my email or other messages?

All of your email, text messages, social networking notifications, missed calls, and voice mail messages can be found in the BlackBerry Hub. The BlackBerry Hub isn't like other apps on your BlackBerry device. It's at the core of the BlackBerry 10 experience, and it's always running so that you stay connected no matter what you're doing on your device.

You can peek at the BlackBerry Hub or open it from anywhere on your device. From the bottom of the screen, slide your finger up and to the right.



Where are the phone keys and my notification settings?

Phone keys

To answer a call, touch the circle at the bottom of the screen and slide your finger to the left. Release your finger when the circle covers .

To decline a call, touch the circle at the bottom of the screen and slide your finger to the right. Release your finger when the circle covers .

To make a call, in the Phone app, tap . Type a number. Tap **Call**.

Notification settings

To change a notification setting, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Notifications**. You can customize a profile, set a custom ring tone or notification for a contact, or create a profile.

Tip: To turn on **All Alerts Off** mode quickly, on the home screen, swipe down from the top of the screen. Tap .

Where are my apps?

Some of the apps that you used on your old BlackBerry device might not be available on your BlackBerry 10 device. In the BlackBerry World storefront, you can check if your old apps are available on the **My World** screen or find new apps.

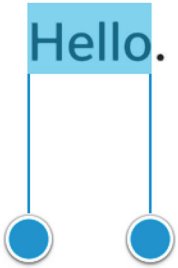
How do I edit or move text?

There is no trackpad or trackball on your BlackBerry 10 device. You can use the touch screen to select, cut, copy, and paste text or move the cursor.

Select text

Touch and hold a character or word.

- To cancel your selection, tap anywhere on the screen.
- To change your text selection, drag the handles.



Move text

1. Touch and hold your finger on a word or in a text field.
2. Release your finger from the screen.
3. Tap an option.

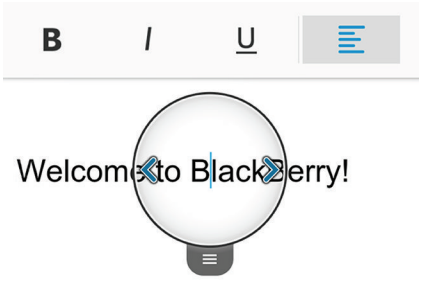
Tip: If you aren't sure what a menu icon means, touch and hold the icon to see what it does. Slide your finger off the icon to avoid selecting it.

Move the cursor

1. Tap a word or text field to show the cursor.
2. Do any of the following:

    - To move the cursor to another spot, drag the circle.
    - To move the cursor one character at a time, tap the top, bottom, left or right of the circle.

Tip: Make sure that you place your finger on the outer part of the circle so that you can still see the cursor.



Where are my tasks, memos, and voice notes?

- If you used BlackBerry Link to transfer the files from your old BlackBerry device to your new device, your tasks, memos, and voice notes should be in the new BlackBerry Remember app.
- If you previously used tasks in BBM Groups, you still have access to those tasks in BBM.

Where do I find my files?

You can find your files in the File Manager app. If you added a work account to your BlackBerry device and your administrator turned on BlackBerry Balance technology, your device data, apps, and network access are divided into a work space and a personal space. The separate spaces help you to avoid accidentally copying work data into a personal app, or displaying confidential work data during a BBM Video chat. To switch spaces, drag your finger down on the middle of the home screen and tap **Personal** or **Work**.

Where can I find my device info and passwords?

Where can I find my PIN?

In BBM, tap your profile picture. On your profile page, your PIN appears under your barcode. In an email or text message, you can also type **mypin** to display your PIN.

How do I find my own phone number?

On the home screen, tap . In the **Calls** or **Contact** view, in the center of the screen, swipe down, and your phone number appears at the top of the screen. In an email or text message, you can also type **mynumber** to display your phone number.

Where can I find details about my device software version and hardware?

On the home screen, swipe down from the top of the screen. Tap **Settings** > **About**. To change the type of information displayed, tap an option in the drop-down list.

In a message, note, or task, you can type **myver** followed by a space, to see your device model and the BlackBerry 10 OS version it is running. This feature might not be supported by your input language.

How do I search?

If you want to find something on your BlackBerry device, such as a message, a song, or an app, or if you want to search the Internet, you can say or type your search in the BlackBerry Assistant. To open the BlackBerry Assistant, on the home screen, tap .

What is BlackBerry Link?

BlackBerry Link is software that you can install on your computer to link data, media files, and applications on your BlackBerry device to your computer.

BlackBerry Link is the latest version of BlackBerry Desktop Software and can be used with your BlackBerry 10 device.

To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option.

Notification icons

The notification icons show you that you have new or unopened items for your accounts in the BlackBerry Hub. When you have a new item, the indicator appears on the notification icon. You can peek at your notifications by sliding your finger up from the bottom of the screen from anywhere on your BlackBerry device.

Icon	Description
	Email message
	Text message
	BBM message
	Facebook message
	Twitter message
	LinkedIn message
	Phone call
	Voice mail message
	Notification messages from apps and services such as BlackBerry World

Menu icons

Tip: If you aren't sure what a menu icon means, touch and hold the icon to see what it does. Slide your finger off the icon to avoid selecting it.

Here's a description of the most common menu icons:

Icon	Description
	Open a menu of actions
	Open a list of ways to navigate or filter information
	Compose a message
	View attachments
	Share an item, such as a picture, with someone
	Reply to an email
	Reply to all recipients of an email
	Forward an email
	Record a voice note
	Add a new entry in the Remember app and the Calendar app

Setting up your device

To set up your BlackBerry 10 device, you need a micro SIM card. If you don't have a SIM card or don't have the right type of SIM card, contact your service provider.

If you want more storage for pictures, videos, music, and documents, insert a media card (microSD card).

When you're ready, open the Setup app. This app helps you transfer content from your old device, and add your email, BBM, instant messaging, and social networking accounts.

Insert the SIM card

CAUTION: Your BlackBerry device is designed for use with a micro SIM card. To avoid possible damage to your device, do not insert a SIM card adapter into your device.

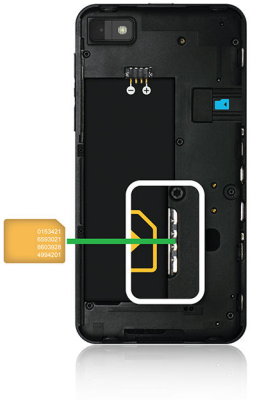
Depending on your service provider and where you purchased your BlackBerry device, the SIM card might already be inserted.

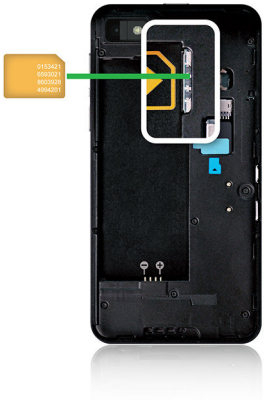
1. To remove the back cover, pull up the bottom of the cover.

Tip: The cover is flexible and may bend when you remove it.

2. With the metal contacts facing away from you, slide the micro SIM card into place as shown.

Note: The location of the SIM card slot depends on your device model.





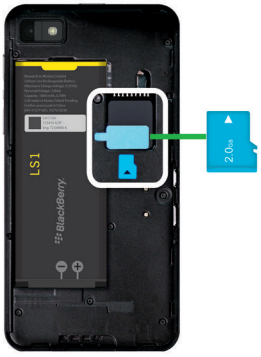
To remove the SIM card, first remove the battery. Using your index finger, push the SIM card toward the battery cavity. Slide the SIM card out completely using your index finger and thumb, or by pressing on the top of the SIM card with your thumb.

Insert a media card

1. To remove the back cover, pull up the bottom of the cover.

   Tip: The cover is flexible and may bend when you remove it.
2. With the metal contacts facing away from you, slide the media card (microSD card) into the slot as shown.

   Note: The way you insert a media card depends on your device model.



Insert or remove the battery

Before you start using your BlackBerry device, you should charge the battery. The battery in the box that your device came in isn't fully charged.

1. To remove the back cover, pull up the bottom of the cover.

Tip: The cover is flexible and may bend when you remove it.

2. Do one of the following:

   - To insert the battery, align the contacts.

     Note: The way you insert the battery depends on your device model.

- To remove the battery, lift and pull out the battery from the end opposite to the battery contacts.

Set up your device using the Setup app

Tip: A network connection is required for some of the features within the Setup app.

You can use the Setup app to do any of the following:

- Learn about new features and view tutorials to learn about gestures and keys
- Add your email, BBM, instant messaging, and social networking accounts
- Learn how to transfer content from your old device
- Customize your sounds and notifications
- Set a password for your device
- Set up payment options for purchases from the BlackBerry World storefront
- Customize your device settings

The Setup app prompts you to sign in with your existing BlackBerry ID and allows you to create a new one. If you aren't sure whether you already have a BlackBerry ID, on your computer, visit www.blackberry.com/blackberryid.

To open the Setup app, on the home screen, tap .

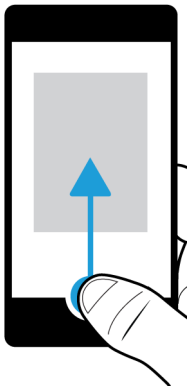
Using gestures

Take a moment to find out how to navigate your BlackBerry device using touch screen gestures.

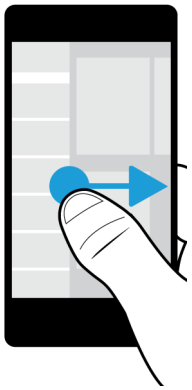
Move around the home screen

To become familiar with the home screen, try using the following gestures.

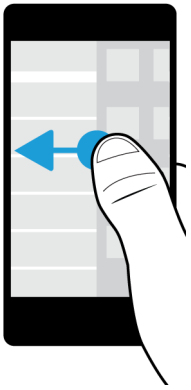
1. To get back to the home screen at any time, swipe up from the bottom of the screen.



2. To see your messages in the BlackBerry Hub, slide your finger from left to right.



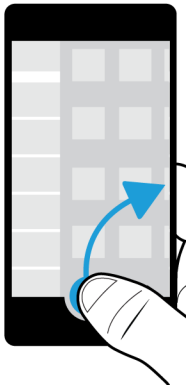
3. To see the apps that are open (if any), slide your finger from right to left. To see all your apps, continue sliding your finger from right to left.



Peek at the BlackBerry Hub

To see your messages, you can peek at the BlackBerry Hub, or open it, from anywhere on your BlackBerry device.

From the bottom of the screen, slide your finger up and to the right.



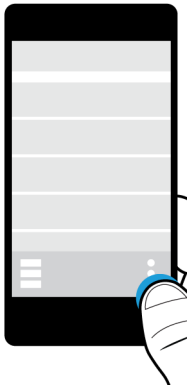
Tip: Keep your finger on the screen while you peek at the BlackBerry Hub. To go back to what you were doing, slide your finger back down.

Show the menus

You can find features, options, and help by exploring the menus.

Do any of the following:

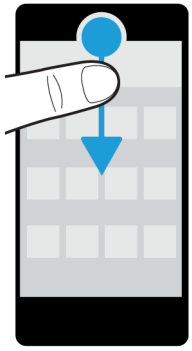
- To see more actions that you can perform in an app, tap ⋮ or ☰ .

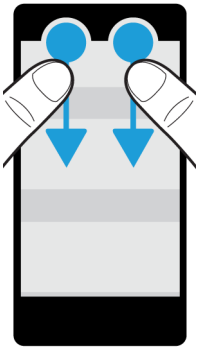


- To see more actions for a specific item, such as a song or picture, touch and hold the item.

  Tip: To see the names of the icons that appear on the right side of the screen, touch and hold the icon. Slide your finger off the icon to avoid selecting it.
- To find the settings and help for an app, swipe down from the top of the screen.
- To find the settings for the device, on the home screen, swipe down from the top of screen.

  Note: In an app, to find the device settings, use two fingers and swipe down from the top of the screen.



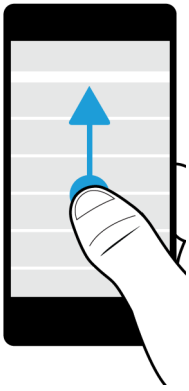


Scroll and move between items

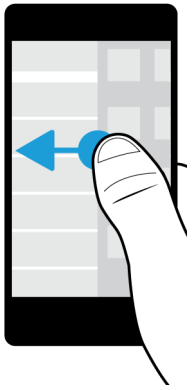
Slide your finger to scroll through a list, pan a webpage, or move between pictures.

Do any of the following:

- To scroll, slide your finger up and down.



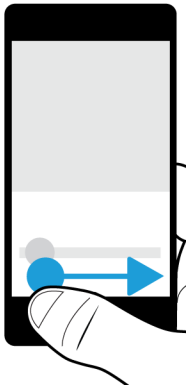
- To move between the BlackBerry Hub and your apps, slide your finger left and right.



Use a slider

If a slider appears on your screen, you can use the slider to progress through a file, such as a song or video, or scroll through multiple pages, such as the pages of an eBook.

On the slider, drag the slider handle.

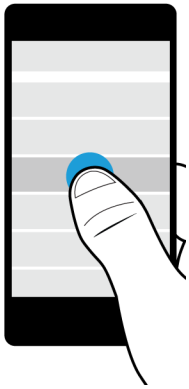


Select items

Do any of the following:

- To select an item, simply tap it. If the item can be opened, it opens.
- To highlight an item without opening it, touch and hold the item.

- To highlight multiple items, such as pictures or songs that you want to share, touch and hold one item. Tap and tap more items. To clear an item, tap it again.

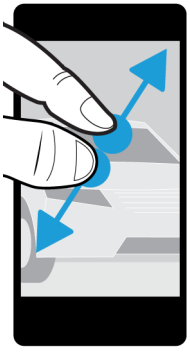


Zoom in to or zoom out from the screen

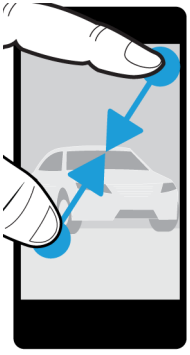
If you want to see an image in more detail, or if you're having trouble reading words that are too small, you can magnify the screen by zooming in. To see more of the screen, zoom out.

Do any of the following:

- To zoom in, slide your fingers apart.



- To zoom out, slide your fingers together.



Advanced interactions

If you're looking for ways to do things more quickly or efficiently, consider using the following gestures:

- Lift to wake
- Flip to mute
- Flip to save power
- Hold to stay awake

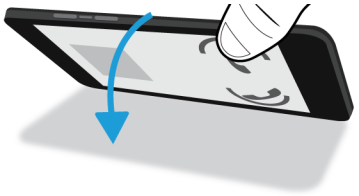
Lift to wake

If this feature is turned on, when you pick up your BlackBerry device from a flat surface, your device wakes up automatically. You don't have to press the **Power/Lock** key or swipe up from the bottom of the screen to start using your device.

To turn on or turn off this feature, tap **Settings** > **Advanced Interaction**. Tap the **Lift to Wake** switch.

Flip to mute

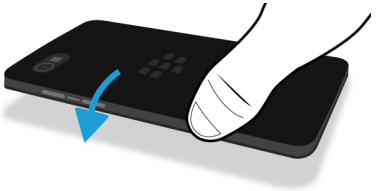
If this feature is turned on, when you receive a call and it isn't a convenient time to respond, you can turn your device facedown to silence the ring tone or vibration. You still receive a notification of the missed call.



To turn on or turn off this feature, tap **Settings** > **Advanced Interaction**. Tap the **Flip to Mute** switch.

Flip to save power

If this feature is turned on, when you place your device facedown on a flat surface, your device goes into standby mode to extend battery life. You still receive notifications for incoming calls, messages, and alarms.



To turn on or turn off this feature, tap **Settings** > **Advanced Interaction**. Tap the **Flip to Save Power** switch.

Hold to stay awake

If this feature is turned on, the screen stays on longer while you hold your device in your hand. This setting overrides the value set in **Settings** > **Display** > **Screen Timeout**.

To turn on or turn off this feature, tap **Settings** > **Advanced Interaction**. Tap the **Hold to Stay Awake** switch.

Personalizing your device

Learn how to personalize your device and make it uniquely yours. For example, you can change settings, download apps, change your ring tone, and set your wallpaper.

- Customize your device settings
- Customize your Quick Settings
- Downloading and installing Android apps from the Amazon Appstore
- Move an app icon or open app around the home screen
- Change your ringtone
- Change your font size
- Set your wallpaper
- Set an alarm
- Bookmark a favorite webpage
- Add a signature to an email account
- Add a contact or number to your speed dial list

Device Switch

Preparing to switch devices

Before you begin switching to your new BlackBerry 10 device, take a moment to make sure that you have completed the following actions:

- Complete all of the instructions in the Setup app that opens the first time that your BlackBerry 10 device starts after you insert the battery. You can find the Setup app on the home screen of your device.
- If you have information saved to your SIM card, such as contact information, save the data to the storage space on your previous device or your media card before you begin to switch devices.
- If you have any usernames or passwords saved on your previous device, such as your BlackBerry ID, consider temporarily writing this information down so that you have it when you're ready to add accounts to your new device.

Update BBM

If you switch from a BlackBerry device running the BlackBerry OS (version 5.0 to 7.1), you should update to the latest available version of BBM and associate BBM with your BlackBerry ID before you switch devices.

1. To see which version of BBM is running on your previous device, look for **BlackBerry Messenger** in your list of installed applications.
2. To download BBM 7.0 or later on your previous device, visit the BlackBerry World storefront or www.bbm.com.

If you can't update your version of BBM, in BBM, press the key > **Options** > **Back Up**. Select a backup option.

See which version of device software is installed on your previous device

If you switch from a BlackBerry device, to see which version of software is installed on your previous device, on the home screen of your previous device, do one of the following:

- Click **Options** > **About**.
- Click **Options** > **Device** > **About Device Versions**.

About SIM cards

BlackBerry 10 devices use either micro SIM cards or nano SIM cards. You might need to contact your service provider to get the appropriate SIM card for your device.

Using your BlackBerry ID to switch devices

When you switch to a new BlackBerry device, during setup, you are prompted to enter your BlackBerry ID username and password. It's important to sign in using the same BlackBerry ID that you used on your previous device, because many of your apps and settings are associated with your BlackBerry ID.

For example, when you use your existing BlackBerry ID on your new device, you can reinstall apps that you downloaded on your previous device from the BlackBerry World storefront, if a version of that app exists for your new device.

Find your BlackBerry ID on your old device

If you created a BlackBerry ID on a previous BlackBerry device, it's important to sign in using your existing BlackBerry ID on your new device, because many of your apps and settings are associated with it.

1. On the home screen of your previous device, click **Options** or **Settings**.
2. Depending on your device, do one of the following:
    - Click **Third Party Applications** > **BlackBerry ID**.
    - Click **Device** > **BlackBerry ID**.
    - Click or tap **BlackBerry ID**.

Switching from a device running BlackBerry Device Software 5 or BlackBerry 6

If you switch from a device running BlackBerry Device Software 5 or BlackBerry 6, the following data transfer methods are available to you:

Transfer method	Data transferred
Device Switch app (using either a Wi-Fi network or a media card)	Data saved to the storage space on your previous device, including the following: • Contacts • Calendar entries • Pictures • Videos (not DRM) • Music (not DRM) • Documents • Tasks and memos • Email account info (you must enter the account passwords)
BlackBerry Link	Data saved to the storage space on your previous device, including the following: • Contacts • Calendar entries • Pictures • Videos • Music • Tasks and memos • Settings • Phone history • Fonts • BBM contacts • BlackBerry Browser bookmarks and folders • Alarm and clock settings • Text messages (SMS and MMS) • Password Keeper records

Switching from a device running BlackBerry 7

If you switch from a BlackBerry device running a version of BlackBerry 7, the following data transfer methods are available to you:

Transfer method	Data transferred
Device Switch app (using either a Wi-Fi network or a media card)	Data saved to the storage space on your previous device, including the following: • Contacts • Calendar entries • Pictures

Transfer method	Data transferred
	• Videos (not DRM) • Music (not DRM) • Documents • Tasks and memos • Email account info (you must enter the account passwords)
Media card	Data saved to the storage space and media card on your previous device, including the following: • Pictures • Videos • Music • Alarm settings • BBM contacts • BlackBerry Browser bookmarks and folders • Text messages (SMS and MMS) • Phone history • Wireless connection profiles
BlackBerry Link	Data saved to the storage space on your previous device, including the following: • Contacts • Calendar entries • Pictures • Videos • Music • Tasks and memos • Settings • Alarm and clock settings • BBM contacts • BlackBerry Browser bookmarks and folders • Text messages (SMS and MMS) • Phone history • Fonts • Password Keeper records

Switching from a BlackBerry 10 device

If you switch from a BlackBerry 10 device to a new BlackBerry 10 device, the following data transfer methods are available to you:

Transfer method	Data transferred
Device Switch app (using either a Wi-Fi network or a media card)	Data saved to the storage space on your previous device, including the following: • Contacts • Calendar entries • Pictures • Videos (not DRM) • Music (not DRM) • Documents • Tasks and notes from BlackBerry Remember • Text messages (SMS)
BlackBerry Link	Data saved to the storage space on your previous device, including the following: • Contacts • Calendar entries • Pictures • Videos • Music • Tasks and notes from BlackBerry Remember • Text messages (SMS and MMS) • Settings • Phone history • Fonts • BBM contacts • BlackBerry Browser bookmarks and folders • Alarm and clock settings • Password Keeper records
SIM card (your previous device must use the same size of SIM card as your new device)	• Contacts saved on your SIM card

Switching from an iPhone or Android device

If you switch from an iPhone or Android device to a BlackBerry 10 device, you can use the Device Switch app to transfer your data. You can transfer your contacts, calendar entries, pictures, music, and videos. When you finish setting up your BlackBerry device, you can add your email accounts and sync the contact and calendar info to your new device.

Transfer data using a Wi-Fi network and the Device Switch app

You can use the Device Switch app to transfer data from a device running BlackBerry OS version 5.0 to 7.1, a device running the BlackBerry 10 OS, a device running iOS 6 and later, or a device running Android 2.3 and later to your new BlackBerry 10 device.

To use the Device Switch app, both of your devices must be connected to the same Wi-Fi network, preferably a home Wi-Fi network, since some corporate or public Wi-Fi networks can block the Device Switch app from working.

1. On your new BlackBerry 10 device, download the Device Switch app. To find the Device Switch app, on your device, visit the BlackBerry World storefront, or www.deviceswitch.com.
2. Connect both of your devices to the same Wi-Fi network.
3. To transfer your data, complete the instructions on the screen.

Note: Only the data that is saved in the storage space on your device is transferred. Any data that is wirelessly backed up or synchronized with a web-based account isn't transferred to your new device. To transfer data that is synchronized with a web-based account, add the account to your device. Any information that is saved to your media card isn't transferred when you use the Device Switch app, but you can insert your media card into your new device.

Transfer data using a media card and the Device Switch app

This data transfer method is available if you switch from a BlackBerry device running the BlackBerry OS (version 5.0 to 7.1) or the BlackBerry 10 OS.

Only the data saved in the storage space on your previous device or on the media card is transferred. Any data that is wirelessly backed up or synchronized with a web-based account isn't transferred to your new device. This method is designed to move the data in your personal space but not the data in your work space.

1. On your new BlackBerry 10 device, download the Device Switch app. To find the Device Switch app, on your device, visit the BlackBerry World storefront, or www.deviceswitch.com.
2. On your previous device, download the Device Switch app.
3. On your previous device, open the Device Switch app.
4. On your previous device, tap **Next** > **Transfer via Media Card** > **Back Up to Media Card**.
5. When the backup is complete, remove the media card from your previous device and insert it into your new device.
6. On your new device, in the Device Switch app, tap **Next** > **Transfer via Media Card** > **Restore from Media Card**.
7. Complete the instructions on the screen.

Transfer data using a media card

This data transfer method is available if you switch from a BlackBerry device running a version of BlackBerry 7.

This method is designed to move the data in your personal space but not the data in your work space.

Only the data saved in the storage space on your previous device is transferred. Any data that is wirelessly backed up or synchronized with a web-based account isn't transferred to your new device.

1. On your previous device, click **Setup** > **Device Switch**.
2. Click **Using a Media Card** > **Save Data**.
3. Complete the instructions on the screen.
4. When the backup is complete, remove the media card from your previous device and insert it into your BlackBerry 10 device.
5. On your BlackBerry 10 device, on the home screen, tap > .
6. Complete the instructions on the screen.

Transfer data using BlackBerry Link on a computer

This data transfer method is available if you switch from a BlackBerry device running the BlackBerry OS (version 5.0 to 7.1) or the BlackBerry 10 OS. You can use BlackBerry Link to transfer data and settings, such as phone history, media files, browser bookmarks, and more, to your new BlackBerry 10 device. BlackBerry Link is designed to move the data in your personal space but not the data in your work space.

Only the data saved in the storage space on your previous device is transferred. Any data that is wirelessly backed up or synchronized with a web-based account isn't transferred to your new device.

1. On your computer, download and install BlackBerry Link from www.blackberry.com/BlackBerryLink.
2. Open BlackBerry Link.
3. Connect your current BlackBerry device to your computer using a USB cable.
4. Complete the instructions on the screen.
5. When prompted, connect your new BlackBerry 10 device to your computer using a USB cable.
6. Complete the instructions on the screen.

Back up your device data

Using a computer and BlackBerry Link, you can back up and restore most of the data on your BlackBerry device. You can back up your settings, phone history, fonts, saved searches, messages, organizer data, browser bookmarks, and media files.

You should regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Note: If your device is activated on an Enterprise Mobility Management solution from BlackBerry, contact your administrator to verify if you are able to back up and restore your device data.

Transfer contact info using a SIM card

BlackBerry 10 devices use either micro SIM cards or nano SIM cards. You can use this method if you're switching from another BlackBerry 10 that uses the same size of SIM card.

1. On your previous device, tap **Contacts**.
2. Swipe down from the top of the screen.
3. Tap ⚙.
4. Under **SIM Card**, tap **Copy Contacts from Device to SIM Card**.
5. When your contacts are copied to your SIM card, remove the SIM card and insert it into your new device.
6. On your new device, tap **Contacts**.
7. Swipe down from the top of the screen.
8. Tap ⚙.
9. Under **SIM Card**, tap **Import Contacts from SIM Card**.

Note: If you have BlackBerry Balance installed on your device, contact information saved in your work space might not be copied to your SIM card.

After you switch devices

After you finish switching to your new BlackBerry 10 device, if you used a media card in your previous device, move it to your new device. Also, consider doing the following:

- Delete the data on your previous device using a security wipe.
- Download apps from the BlackBerry World storefront or from the Amazon Appstore.
- Explore the Help app on your new device and discover tips and tricks.

For information about returning your previous BlackBerry device for recycling and safe disposal, visit www.blackberry.com/recycling. The recycling and trade-up program is available only in certain areas.

Add email and social networking accounts to your new device

Calendar and contact information that is associated with an email or social networking account can be added when you add the account to your new BlackBerry 10 device. If you used the Device Switch app to switch from a BlackBerry device running the BlackBerry OS (version 5.0 to 7.1), your email accounts might already be set up on your new BlackBerry 10 device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. If necessary, tap .
4. Tap a type of account.
5. Do one of the following:
   - If you're adding an email account, enter the email address. Tap **Next**. Enter the password for the account. Tap **Next**. If necessary, change any sync settings.
   - If you're adding a social networking account, enter your account information. If necessary, change any sync settings or reminder settings.
6. Tap **Done**.

Deleting the data on your BlackBerry device

After you transfer data to your new BlackBerry 10 device, consider deleting all of the data on your previous BlackBerry device. A security wipe is designed to permanently delete your data so it can't be recovered. This includes email accounts, downloaded apps, media files, documents, browser bookmarks, and settings.

When the security wipe is completed, your device turns off automatically. To turn on your device, press the Power/Lock key.

Wipe the data on devices running the BlackBerry OS (version 5.0 - 7.1)

1. On the home screen of your device, tap the **Options** app.
2. Tap **Security** or **Security Options**.
3. Tap **Security Wipe**.
4. Select the items that you want to delete.
5. Type **blackberry**.
6. Tap **Wipe Data** or **Wipe**.

Wipe the data on devices running the BlackBerry 10 OS

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings**.
3. Tap **Security and Privacy** > **Security Wipe**.
4. Type **blackberry**.
5. Tap **Delete Data**.

If you're planning to give away or recycle your device, remember to also remove your SIM card and media card.

Download your apps from BlackBerry World

You can reinstall apps and games that you buy as many times as you need to on the same BlackBerry device, and on up to four additional devices, without having to pay for the items again.

1. On your BlackBerry 10 device, tap the **BlackBerry World** icon.
2. If prompted, enter your BlackBerry ID username and password.
3. Tap ☰.
4. Tap **My World** > **My Apps & Games**.
5. Tap **Available**.
   - To reinstall one app or game, tap ⬇ next to the app or game that you want to install.
   - To reinstall multiple apps and games, at the bottom of the screen, tap ⋮ > ☑. Tap the apps and games that you want to reinstall. Tap ⬇.

Troubleshooting: Device Switch

My previous device doesn't detect my new BlackBerry 10 device

When you use a Wi-Fi network and the Device Switch app to switch devices, your devices might not be able to connect if you use a corporate, academic, or public Wi-Fi network. When you switch devices, try using a home network that allows connections.

If you use a home network to connect your devices and you still can’t connect your devices, try the following:

1. Unplug your router from the power source and restart both devices.
2. Wait 30 seconds.
3. Plug in the router and make sure that it’s turned on.
4. Wait 2 minutes.
5. Move both devices approximately 3 feet (1.83 m) from the router.
6. Turn on both devices.
7. Try running the Device Switch app again.

The Device Switch app is supported by Media Mushroom. For questions or more info, visit www.deviceswitch.com or contact Media Mushroom at contact@mediamushroom.com.

I can't switch my SIM card to my new BlackBerry 10 device

BlackBerry 10 devices use either micro SIM cards or nano SIM cards. You might need to contact your service provider to get the appropraite SIM card for your device.

Some of the data from my previous device isn't on my new device

The type of device you transferred data from and the version of device software on your previous device determines what data can be transferred to your new device. For a list of the type of data that is transferred, visit www.blackberry.com/deviceswitch.

Try any of the following:

- Check that your personal email accounts are set up. Email accounts aren't transferred and need to be set up in the BlackBerry Hub on the device.
- Check that your work email accounts are set up. Contact your administrator for the information required to activate the account.
- Look for memos and tasks in the BlackBerry Remember app.
- Transfer apps by downloading them from the BlackBerry World storefront.

I can't transfer items using my media card

Try any of the following:

- Back up items from your media card to another source, such as your BlackBerry device built-in media storage or your desktop computer. Format your media card or purchase a new media card. Save the items that you backed up to the media card and then try transferring the items again.
- Use BlackBerry Link to transfer your info from one device to another. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink and select the Windows or Mac option.

About BlackBerry ID

A BlackBerry ID gives you convenient access to multiple BlackBerry products and services. After you create a BlackBerry ID, you can use your email address and password to log in to any BlackBerry product that supports BlackBerry ID. With BlackBerry ID, you can manage apps that you downloaded from the BlackBerry World storefront and download the apps when you switch devices. You should sign in with the same BlackBerry ID on all of your BlackBerry devices.

If you previously created a BlackBerry ID, you must use it when you set up your new device instead of creating a new BlackBerry ID. You can log in to both a tablet and smartphone using the same BlackBerry ID.

Set up a new BlackBerry ID

Tip: It's important to choose a password that you can remember. For your BlackBerry ID username, be sure to use an email address that you use frequently. Recovery details can be sent to the email address that you use as your BlackBerry ID username if you forget your BlackBerry ID password. The email address that you use as a BlackBerry ID username doesn't have to be associated with your BlackBerry device.

1. To create a new BlackBerry ID when you set up your BlackBerry device, on the **BlackBerry ID** screen, tap **Create New**.
2. Complete the instructions on the screen.

Confirm your BlackBerry ID username

When you create a BlackBerry ID, you receive an email message that allows you to confirm the email address that you use as your BlackBerry ID. If you forget your BlackBerry ID password, you can reset it easily if you confirmed the email address that you use as your BlackBerry ID username.

If you didn't confirm the email address that you use as your BlackBerry ID username when you created your BlackBerry ID, you can receive a new confirmation email message.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry ID**.
3. Tap **Confirm**. An email message is sent to the email address that you use as your BlackBerry ID.
4. Open the email message and follow the instructions on the screen.

Change your BlackBerry ID password

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry ID**.
3. Tap **Change Password**.

Change your BlackBerry ID information

You can change your username, screen name, first name, or last name.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry ID**.
3. Tap .

Using your BlackBerry ID to switch devices

Using your BlackBerry ID on a new device

When you switch to a new BlackBerry device, during setup, you will be prompted to enter your BlackBerry ID username and password. It's important to use the same BlackBerry ID that you used on your previous device, since many of your apps and settings are associated with your BlackBerry ID.

For instance, when you use your existing BlackBerry ID on your new device, you can reinstall apps that you downloaded on your previous device from the BlackBerry World storefront, if a version of that app exists for your new device.

Find your BlackBerry ID on your old device

If you have previously created a BlackBerry ID and are switching to a new BlackBerry device, it's important to sign in using your existing BlackBerry ID, as many of your apps and settings are associated with it.

1. On the home screen of your old device, click **Options**.
2. Depending on your device, do one of the following:
    - Click **Third Party Applications** > **BlackBerry ID**.
    - Click **Device** > **BlackBerry ID**.
    - Click **BlackBerry ID**.

How do I reset my lost or forgotten BlackBerry ID password?

You can have the instructions about resetting your BlackBerry ID password sent to the email address that you use as your BlackBerry ID username. For security reasons, your BlackBerry ID password can't be reset for you.

Do one of the following:

- To reset your password on a computer, visit www.blackberry.com/blackberryid. Click **Reset your password**. Complete the instructions on the screen.
- To reset your password on your BlackBerry device, when you are prompted to sign in with your BlackBerry ID, click **Forgot Password**. Answer your security question and complete the instructions on the screen.

Once you have completed the steps above, you will receive a password reset email. If you complete the steps to reset your password on a computer, the password reset email can only be viewed on a computer and isn't delivered to your device. If you follow the steps to reset your password on your device, the password reset email will be delivered to your device. Complete the instructions in the email to reset your BlackBerry ID password.

Phone and voice

Phone

Phone icons

Incoming calls

Icon	Description
	To answer a call, touch and hold the circle and slide your finger to the left.
	To decline a call, touch and hold the circle and slide your finger to the right.
	Send a message with the Reply Now feature.
	Silence the ring tone.

During a call

Icon	Description
	Turn on the speakerphone
	Mute a call
	Take notes during a call
	Start a conference call
	Show the dial pad
	Merge calls to start a conference call
	Split a conference call into multiple calls
	Move a call to BBM Video

Making and receiving calls

Make a call

1. In the Phone app, tap .
2. Dial a number.
3. Tap **Call**.

Call a recent number or speed dial contact

1. In the Phone app, tap .
2. Tap a name, number, or speed dial contact.

Tip: To send a text message to a recent number, beside the number, tap > .

To call a contact from your keyboard speed dial list, in the Phone app, tap . Press and hold the key that you associated with the contact.

Call someone from your contact list

1. In the Phone app, tap .
2. Tap a contact.
3. If you have multiple phone numbers for a contact, tap the number that you want to call. For example, tap **Home** or **Mobile**.

Answer or decline a call

Do one of the following:

- To answer a call, touch and hold the circle in the middle of the screen and slide your finger to the left. Release your finger when the circle covers .
- To decline a call, touch and hold the circle in the middle of the screen and slide your finger to the right. Release your finger when the circle covers .

Use Reply Now to send a message to a caller

You never have to excuse yourself from a meeting or conversation to answer the phone again. With the Reply Now feature, you can send a caller a brief message instead of answering an incoming call. By default, if the caller is a BBM contact, the

Reply Now message is sent as a BBM message. If the caller isn't a BBM contact, the Reply Now message is sent as a text message. Depending on the recipient of the Reply Now message, additional text messaging charges might apply.

1. When you receive an incoming call, tap or .
2. Do any of the following:
   - To send one of the default Reply Now messages, tap a message.
   - To compose a new message, tap **Custom Message**. Type a message and tap .

Silence the ring tone when you receive a call

If you receive a call while your sound or vibration notifications are turned on, you can quickly silence your ring tone and stop your device from vibrating. When you silence the ring tone, you can still answer or decline the call.

When you receive an incoming call, tap .

Put a call on hold

While on a call, press and hold until **Call Held** appears on the screen.

Take notes during a call

While on a call, you can take notes that are saved as entries in BlackBerry Remember.

Tip: You can turn on the speakerphone before taking notes, so that your hands are free to use the keyboard.

1. While on a call, tap .
2. Type your notes and include information such as a title, due date, and tags.
3. Tap **Save**.

Answering calls automatically

You can set up your BlackBerry device to automatically answer calls when you have a Bluetooth headset connected, or when you remove your device from a case or holster.

Automatically answer or end a call using a case or holster

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Holster**.
3. Do any of the following:
   - Turn on the **Answer a Call by Removing Device From Holster** switch.
   - Turn on the **End Call by Putting Device Back in Holster** switch.

Automatically answer a call when a Bluetooth headset is connected

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Bluetooth**.
3. Turn on the **Automatically Answer a Call When Connected to a Headset** switch.

When you turn on this feature and you have a Bluetooth headset connected to your BlackBerry device, your calls are automatically answered after 5 seconds.

Move a call from your headset to your device

When you have a headset connected to your BlackBerry device, incoming calls are automatically received on your headset. You can manually move the call back to the device.

While on a call, tap **Audio** > **Handset**.

To move a call back to the headset, tap **Audio** > **Headset**.

Move a call to BBM Video

See who you're talking to by moving a call to BBM Video. To move a phone call to BBM Video, the person you're talking to must have access to BBM Video as well. If you try to start a BBM Video chat with someone who isn't a BBM contact, you are asked to add the person to BBM before you start your BBM Video chat.

While on a call, tap .

Switch between your work phone line and personal phone line

Some companies and organizations support two phone lines: one for personal use and one for work use. You can make calls using different phone numbers, allowing you and your organization to distinguish between personal use and work use of your device. You can also view recent calls for each phone line, and see which phone line is being called when you receive an incoming call.

1. In the Phone app, tap .
2. Tap **Change Phone Line**.
3. Tap a phone line.
4. Tap **Select**.

Start a conference call

1. While on a call, make or answer another call.
2. To merge the calls, tap .

Answer a second call while already on a call

1. If you're using the call waiting feature, when you receive a call while already on a call, you can do one of the following:
   - To put the first call on hold and answer the second call, tap **Hold Current Call**. Touch and hold the circle in the middle of the screen and slide your finger to the left. Release your finger when the circle covers .
   - To end the first call and answer the second call, tap **End Current Call**. Touch and hold the circle in the middle of the screen and slide your finger to the left. Release your finger when the circle covers .
2. If you put the first call on hold, to merge both calls and start a conference call, tap .

To add more people to the conference call, repeat steps 1 and 2.

Make another call while already on a call

When you make another call while you're already on a call, your first call is automatically put on hold.

1. While on a call, tap .
2. Do any of the following:
   - Tap a phone number, name, or speed dial contact.
   - Tap . Tap a contact.
   - Tap . Dial a number.
3. To merge both calls and start a conference call, tap .

To add more people to the conference call, repeat steps 1 to 3.

Remove people from a conference call

1. While in a conference call, to view the conference call participants, tap > .
2. Do one of the following:
   - To remove a person from the conference call and hang up, tap .
   - To remove a person from the conference call and keep them in a separate call, tap .

Add a contact or number to your speed dial list

There are two different speed dial lists that you can add contacts or numbers to. You can add a total of nine contacts or numbers to the speed dial list on the Calls screen. You can also add contacts or numbers to the keyboard speed dial list, so that you can dial a number by pressing and holding a single key on your keyboard. By default, your voicemail access number is included in your speed dial list.

1. In the Phone app, tap or .
2. Touch and hold a contact or phone number.
3. Tap .

Add a contact to your keyboard speed dial list

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Shortcuts and Speed Dial**.
3. On the screen, tap the key that you want to associate with the contact.
4. Tap **Speed Dial**.
5. Tap the contact that you want to associate with the key on your keyboard.

To call a contact from your keyboard speed dial list, in the Phone app, tap . Press and hold the key that you associated with the contact.

Delete a contact or number from your speed dial list on the Calls screen

1. In the Phone app, tap .
2. In your speed dial list, touch and hold a contact or number.
3. Tap .

Delete a contact from your keyboard speed dial list

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Shortcuts and Speed Dial**.
3. Touch and hold a speed dial contact.
4. Tap .

Hide your speed dial list on the Calls screen

1. In the Phone app, tap .
2. Swipe down from the top of the screen.
3. Tap ★.

Call waiting, call forwarding, and call blocking

How do I block calls?

When you block calls, you can stop all incoming or outgoing calls, and prevent all incoming or all outgoing calls when roaming. Contact your service provider for more info on blocking specific phone numbers. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Call Blocking**.
3. Turn on any of the switches.

The first time that you turn on call blocking, you are prompted to create a password to lock your call blocking settings. To change your call blocking password, complete steps 1 and 2, and tap .

Turn on or turn off call waiting

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Call Waiting**.
3. Turn on or turn off **Call Waiting**.

Set up call forwarding

Depending on your wireless service provider, this feature might not be available.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Call Forwarding**.
3. Turn on any of the switches.
4. To change the number that your calls are forwarded to, tap the drop-down list under a switch and type a number.

Phone options

Change your default Reply Now messages

You can select one of the three default Reply Now messages to send to a caller instead of answering an incoming call. You can change the default messages or compose a new Reply Now message.

1. In the Phone app, swipe down from the top of the screen.
2. Tap ⚙ > **Reply Now**.
3. Tap the message you want to change.
4. Type a new Reply Now message.

To prevent the Reply Now icon from appearing when you receive an incoming call, turn off the **Reply Now** switch.

Show or hide your number on outgoing calls

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap ⚙ > **Show my Number**.
3. Turn on the **Allow My Number to Appear When Calling** switch.

Adjust the bass and treble of your calls

1. In the Phone app, swipe down from the top of the screen.
2. Tap ⚙ > **Call Audio**.

Set a default area code or country code

You can use smart dialing to set a default area code and country code that is applied automatically to the phone numbers that you call, so that you don't have to dial the country code or area code when you make a call within your own country or area code.

1. In the Phone app, swipe down from the top of the screen.
2. Tap ⚙ > **Smart Dialing**.
   - To change the default country code, tap **Country Code**. Tap a country.
   - To change the default area code, in the **Area Code** field, type an area code.

Tap any of the drop-down lists to change other smart dialing options.

Limit the phone numbers that you can call

When you set up and use fixed dialing numbers, you can only make calls and send text messages to the phone numbers that you added to the fixed dialing numbers list. For example, if you give your BlackBerry device to your child to use, you can limit the phone numbers that your child can call. To use fixed dialing numbers, your service provider must set up your SIM card for this feature. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Fixed Dialing Numbers**.
3. Turn on the **Fixed Dialing Numbers** switch.
4. Enter the SIM security code provided to you by your service provider.
5. Tap **OK**.
6. Tap **Edit List**.
7. Type a name and phone number.

View your call summary

If you're concerned about your wireless voice usage, you can monitor the time you have spent on the phone on the Call Summary screen.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Call Summary**.

To reset the call times on your Call Summary screen, tap .

Tip: To see the details of a specific call, in the Phone app, tap . Next to a contact name or phone number, tap > .

Find your own phone number

1. In the Phone app, tap .
2. Anywhere on the screen, touch and slide your finger down. Your phone number appears at the top of the screen.

Tip: To include your own phone number in a message to someone, in an email, a BBM message, or a text message, type **mynumber** followed by the space bar.

Troubleshooting: Phone

I can’t put a call on hold to answer an incoming call

While on a call, if you answer an incoming call from a different app, your first call might be disconnected instead of being put on hold. For example, while on a phone call, if you answer an incoming BBM Voice call, your current phone call ends.

A message appears on your device to notify you that answering another call will end your current call.

Notifications and ringtones

About notifications

Notification profiles

You can use the notification profiles on your BlackBerry device to control how you're alerted to new messages and phone calls. By default, your device includes seven notification profiles, including Normal, Phone Calls Only, Vibrate Only, Silent, Do Not Disturb, Meeting, and Bedside. Each profile has a default setting, but you can customize the settings and change things like the volume level and ringtone. You can also add your own notification profiles and customize the settings.

Customized app notifications

You can set customized notification settings for apps within a specific profile. App-level customizations are set on a per-profile basis, meaning you can set different notification settings for the same app. App customizations override the settings for notification profiles.

Contact-specific notifications

You can set contact-specific notifications that can override the notification settings for profiles and apps, depending on how the notification settings are set up. The contact customizations can be set to override the settings for the notification profiles and any customized app notification settings that you set, or the contact-specific notifications can follow the settings.

Level 1 alerts

You can also set Level 1 alerts for specific messages and receive custom notifications for these messages that override all existing notification settings.

Edit your notification profiles

Tip: You can view descriptions of the default settings for each notification profile on the **Notifications** screen, under **Profiles**.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. Under **Profiles**, tap the profile that you want to change.
4. If necessary, to change the description of the profile, tap . Enter a short description of the profile.
5. Change the **Sound**, **Vibrate**, **Notify During Calls**, **Instant Previews**, or **LED** settings.
6. If necessary, to set customized notifications that override the settings for the notification profile for specific apps, tap **Customize App Notifications**.

Add notification profiles to your device

In addition to customizing the default notification profiles on your BlackBerry device, you can also add your own profiles to your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. Tap .
4. In the **New Profile** field, enter a name for the profile.
5. Tap **Create**.
6. Change the **Sound**, **Vibrate**, **Notify During Calls**, **Instant Previews**, or **LED** settings.
7. If necessary, to set customized app notifications that override the settings for the notification profile, tap **Customize App Notifications**.

Add a notification profile to your quick settings

You can add notification profiles to the quick settings on your BlackBerry device so that you can quickly change your profiles from your device home screen.

1. On the home screen, swipe down from the top of the screen.

2. Tap **Settings** > **Notifications**.
3. Tap ★.
4. Tap to select the notification profiles that you want to add to your quick settings.
5. To rearrange the order that the profiles are listed in, tap . Touch and hold a notification profile and drag it to where you want it to appear in the list. Tap .

To select a notification profile, in your quick settings, tap . Scroll through your list of notification profiles and tap the one that you would like to set.

Change your ringtone

Regardless of which notification profile is set on your BlackBerry device, you can change the ringtone to one of the default ringtones included on your device or use a ringtone that you download.

Tip: Ringtones that were available only on devices running BlackBerry 7.1 or earlier are now available on your BlackBerry 10 device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. In the **Ringtone** drop-down list, tap a ringtone.
   To use a song as your ringtone, tap **Browse Music**.

Change the volume of your notifications

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. To adjust the volume of your notifications, move the slider back and forth.

How do I turn off all sounds and ringtones except for calls?

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. In the **Active Profile** drop-down list, tap **Phone Calls Only**.

Tip: You can customize the notification settings for the Bedside profile. On the home screen, swipe down from the top of the screen. Tap **Settings** > **Notifications**. Tap **Bedside**.

Customize notifications for a contact

Notifications that you customize for contacts override the notification settings for profiles and apps. For example, if sound is turned on for phone notifications for a contact but the sound is turned off for the phone, the phone still rings when the contact calls you.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. At the bottom of the **Notifications** screen, tap **Contact Notifications**.
4. Tap + .
5. Tap a contact.
6. Do any of the following:
   - Tap **Phone Calls**.
   - Tap **Email Messages**.
   - Tap **BBM**.
   - Tap **Text Messages**.
   - Tap **Other Messaging**, which includes apps such as Facebook, Twitter, LinkedIn, and more.
7. Do one of the following:
   - Turn off the **All Notifications** switch.
   - Change the **Sound**, **Ringtone**, **Vibrate**, **LED**, or **Instant Previews** settings.

   Note: If you set any of the drop-down lists to **Profile Setting**, the sound, tone, vibrate, or LED settings reflect what is set in the active profile. If you make any changes to the drop-down lists, these changes override the settings in the active profile.

Contacts that you set customized notifications for are listed on the Contact Notifications screen.

Customize notifications for an app

When you set a customized notification for an app, you can use that customized notification as the default setting for that app in all profiles. Customized app notifications override the notifications in profiles, but don't override the customized notifications for contacts.

Note: The **Silent** profile overrides all other settings and the BlackBerry device remains quiet, even if you set customized notifications for an app.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. Tap a profile.

4. Tap **Customize App Notifications**.
5. Tap an app.
6. Change the **Sound**, **Ringtone**, **Override Profile Volume**, **Vibrate**, **LED**, **LED Color**, or **Hub Notification** settings.
7. To make the updated settings the default notification settings for the app in all of the notification profiles, tap .

   Note: If Sound, Vibrate, or LED are turned off in a profile, these settings aren't affected by the default notification settings that you set.

To return the notifications for the app to the current profile settings, tap .

Turn off all alerts

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. In the **Active Profile** drop-down list, tap **Do Not Disturb**.

Change the notification settings for Level 1 alerts

You can create custom notifications for important messages. Level 1 notifications override the notification settings for all profiles.

Note: To change the notification settings for Level 1 alerts, in the BlackBerry Priority Hub settings, you need to first add a rule. In the BlackBerry Hub, tap > . Tap **Priority Hub** > . Enter the rule details and select the **Enable Level 1 Alert** checkbox.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. At the bottom of the screen, tap **Level 1 Settings**.
4. Do any of the following:
   - Turn on the **Sound**, **LED**, or **Instant Previews** switch.
   - Change the **Ringtone** or **Vibrate** settings.

View and respond to Instant Previews

You can use the Instant Previews feature to view previews of incoming email messages, BBM messages, text messages (SMS and MMS), and more from any application on your BlackBerry device.

When a preview appears at the top of the screen, do one of the following:

- To view the message in the BlackBerry Hub, tap the preview.

- To dismiss the preview, tap ×.
- To ignore the preview, wait a few seconds until it disappears.
- To reply to a BBM message or text message without leaving the app that you're currently in, tap ←.

Turn off Instant Previews

For some notification profiles, by default, the Instant Previews feature is turned on.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Notifications**.
3. Tap a notification profile.
4. Turn off the **Instant Previews** switch.

Respond directly to Instant Previews

You can use the Instant Previews feature to reply to your BBM messages and text messages (SMS and MMS) without leaving the app that you're currently in.

While you're responding to a preview, incoming messages outside of the current conversation aren't displayed as Instant Previews notifications.

1. To respond to Instant Previews, tap ←.
2. Type your message.
3. Tap **Send**.

About Lock Screen Notifications

You can use the Lock Screen Notifications feature to view the first few lines of your most recent email messages, BBM messages, text messages, and more on your BlackBerry device without having to unlock it.

Turn off Lock Screen Notifications

By default, Lock Screen notifications are turned on.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Lock Screen**.
3. Turn off the **Lock Screen Notifications** switch.

Set your screen to turn on for new notifications

You can set your BlackBerry device to turn on when you receive notifications.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Lock Screen**.
3. Turn on the **Turn on Screen for New Notifications** switch.

Set Lock Screen Notifications to only display the sender info

You can set your BlackBerry device to only display the sender information in Lock Screen Notifications and to hide the subject and message content.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Lock Screen**.
3. Turn on the **Show Sender Only** switch.

Tip: To collapse the Lock Screen Notifications view so that only the notification icons are visible, swipe left or tap an icon.

Troubleshooting: Notifications and ringtones

If the notifications and ringtones on your BlackBerry device aren't functioning in the way that you expect them to, consult the following troubleshooting topics.

My device doesn't ring or vibrate when I receive a call or message

Try the following actions:

- On the home screen, swipe down from the top of the screen. Verify that the **Do Not Disturb** profile isn't the active profile.
- If you created a custom notification for a contact, verify that the **Sound** and the **Vibration** settings are turned on for the contact.
- If you created app-specific notifications, in the app settings in the active profile, verify that the **Sound** and the **Vibrate** settings are turned on.

My device doesn't display Instant Previews

If BlackBerry Balance is set up on your BlackBerry device, messages sent to accounts that are associated with your work space aren't displayed as Instant Previews.

My device doesn't display Lock Screen Notifications

If BlackBerry Balance is set up on your BlackBerry device, messages sent to accounts that are associated with your work space aren't displayed as Lock Screen Notifications when your work space is locked.

Voicemail

Depending on your service provider, there are two different types of voicemail available on your BlackBerry device: standard voicemail and a visual voicemail service.

With standard voicemail, you can set up your voicemail access number and password, so you can quickly call in to your voicemail service from the Calls screen in the Phone app.

If you subscribe to a visual voicemail service, you can view a list of your voicemail messages, play your voicemail messages, and change various voicemail settings from your BlackBerry device, without having to call in to your voicemail service. Depending on the features your service provider supports, your voicemail messages can be automatically downloaded to your device and you can pause, fast-forward, or rewind the voicemail message as you listen to it. You can also forward a voicemail message, send a reply to the person who left you a voicemail message, or delete a voicemail message from within the Phone app or the BlackBerry Hub.

Your service provider might automatically delete messages after a certain period of time. If you don't want a message to get automatically deleted, you can save it to your device.

Depending on your country or region, a visual voicemail service might not be available. You need to subscribe to a visual voicemail service to access the features. Contact your service provider to subscribe.

Set up your voicemail

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > **Voicemail**.
3. Type your voicemail access number and password.

After you have set up your voicemail, you can call your voicemail service from the Calls screen in the Phone app.

Tip: If you don't know your voicemail access number or password, contact your wireless service provider.

Using a visual voicemail service

Listen to a visual voicemail message

1. In the BlackBerry Hub or Phone app, tap a voicemail message.
2. Tap ▶.

Forward a visual voicemail message

1. In the BlackBerry Hub or Phone app, touch and hold a voicemail message.
2. Tap .

Save a visual voicemail message

Your service provider's voicemail system might automatically delete messages after a certain period of time. If you don't want a message to get automatically deleted, you can save it to your device.

1. In the BlackBerry Hub, or the Phone app, touch and hold a voicemail message.
2. Tap **Save**.

Change your visual voicemail greeting

Your voicemail greeting is the outgoing message that a caller hears before leaving a voicemail message. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap .
3. Tap > **Change Voicemail Greeting**.
4. In the **Greeting** drop-down list, do one of the following:
   - To play your phone number as your voicemail greeting, tap **Phone Number**.
   - To play your name as your voicemail greeting, tap **Name**.
   - To record a custom voicemail greeting, tap **Personal Message**.

Change your visual voicemail password

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > .
3. Tap **Change Password**.

Prevent visual voicemail messages from downloading while you are roaming

Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap > .
3. Clear the **International Roaming** check box.

Deactivate visual voicemail on your device

If you deactivate your visual voicemail service on your BlackBerry device, you must contact your wireless service provider to reactivate it. Depending on your wireless service provider, this feature might not be supported.

1. In the Phone app, swipe down from the top of the screen.
2. Tap .
3. Tap > **Deactivate**.

BlackBerry Hub and email

BlackBerry Hub and email

Staying connected with the BlackBerry Hub

Email

You can add practically any existing email account to your device—both work and web-based email.

Text messages (SMS/MMS)

If text messaging is a part of your wireless service plan, you can find and respond to your text messages in the BlackBerry Hub.

Social networking

If you add a Facebook account to your device, you can receive and respond to notifications, update your status, and send Facebook messages all from the BlackBerry Hub. If you add a Twitter account, you can compose tweets, stay up-to-date on your mentions, and send direct messages. And if you add a LinkedIn account, you can accept invitations to connect with business contacts, send messages to your connections, and update your LinkedIn status.

BBM and instant messaging

After you add instant messaging apps to your device, you can access your chats through the BlackBerry Hub.

Calls and voice mail

You can make calls directly from the BlackBerry Hub. The BlackBerry Hub shows you the calls that you made and received, including any missed calls and voice mail messages.

Upcoming events

Without leaving the BlackBerry Hub, you can peek at upcoming meetings, events, and—if you add your Facebook account—friends' birthdays.

Notifications

The BlackBerry Hub collects your notifications about new PIN messages, time zone changes, software updates, third-party apps, and more. Your service provider might send you SIM Toolkit notifications that appear in the BlackBerry Hub. Tapping on these notifications opens the SIM Toolkit app.

Setting up and managing accounts

You can add email accounts, social networking accounts (such as Facebook, Twitter, and LinkedIn), or even an Evernote account to your device.

Set up email or other types of accounts on your device

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. If you already added an account to your device, tap to add another account.

Add an email account

1. On the **Add Account** screen, tap **Email, Calendar and Contacts**.
2. Enter the email address.
3. Tap **Next**.
4. Enter the password for the account.
5. Tap **Next**.
6. Change any additional settings (for example, the types of content to sync with your device).
7. Tap **Done**.

Add a social networking or Evernote account

You can add a Facebook, Twitter, LinkedIn, or Evernote account to your device. When you add an Evernote account to your device, your Evernote notebooks are available in BlackBerry Remember.

1. On the **Add Account** screen, tap **Facebook**, **Twitter**, **LinkedIn**, or **Evernote**.
2. Enter your account information.
   - If necessary, change any sync settings.
   - If you're adding a Facebook account, to change when you're reminded about friends' birthdays, in the **Birthday Reminders** drop-down list, tap a reminder option.
3. Tap **Done**. If necessary, tap **Authorize**.

Setting up work accounts

Add a work account supported by an EMM solution from BlackBerry

If your organization uses an EMM solution from BlackBerry, you can add your work account to your device and take advantage of features like BlackBerry Balance. If your organization hasn't upgraded to BlackBerry Enterprise Service 10 and is using BlackBerry Enterprise Server 5 or earlier, you can still add your work account and have it use Microsoft Exchange ActiveSync. For more information, contact your administrator.

Make sure you know the following from your administrator:

- Your username

- Your enterprise activation password
- Server name

1. On the **Add Account** screen, tap > **Work Account**.
2. Enter the username, activation password, and server address for your account.
3. Tap **Done**.

After you add a work account, follow the prompts to set a work space password to use with BlackBerry Balance and to enter your work network password.

Add an email account supported by Microsoft Exchange ActiveSync

Make sure you know the following from your administrator or your email service provider:

- Your username and work network password
- Server address

When you add an email account that's supported by Microsoft Exchange ActiveSync, the messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **Microsoft Exchange ActiveSync**.
2. Enter the username, email address, password, and server address for the account.
    - To turn off push email, turn off the **Push** switch. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
    - To use your organization's VPN, turn on the **Use VPN** switch.
    - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
    - To change how far back in time your device syncs calendar events, in the **Calendar Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Tip: When you flag an email message in your Microsoft Exchange ActiveSync account, it is also flagged in the Remember app.

Add an IBM Notes Traveler email account

Make sure you know the following from your administrator or email service provider:

- Your username and work network password
- Server address

When you add an IBM Notes Traveler email account, the messages, calendar events, contacts, tasks, and notes associated with the account are synced with your BlackBerry device.

1. On the **Add Account** screen, tap > **IBM Notes Traveler**.

2. Enter the username, email address, password, and server address for the account.
    - To turn off push email, turn off the **Push** switch. To set how frequently your device checks for new messages, in the **Sync Interval** drop-down list, tap an option.
    - To use your organization's VPN, turn on the **Use VPN** switch.
    - To change how far back in time your device syncs messages, in the **Sync Timeframe** drop-down list, tap an option.
    - To change how far back in time your device syncs calendar events, in the **Calendar Sync Timeframe** drop-down list, tap an option.
3. Tap **Next**.

Add an IMAP or POP email account

Make sure you know the following information from your administrator or email service provider:

- Messaging server type (POP or IMAP)
- Incoming and outgoing messaging server address
- Incoming and outgoing messaging server port numbers
- Incoming and outgoing messaging server SSL settings

Note: To increase the activation speed of IMAP email accounts, it is recommended that you enter the **IMAP Path Prefix**. For more information, contact your administrator.

1. On the **Add Account** screen, tap > **IMAP** or **POP**.
2. Enter the account information.
    - To set how frequently your BlackBerry device checks for new messages (if push email isn't supported), in the **Sync Interval** drop-down list, tap an option.
    - To change the amount of time that messages can be retrieved on your device, in the **Sync Timeframe** drop-down list, tap an option.
3. Tap **Done**.

Add a CalDAV or CardDAV account

Make sure you know the following information:

- Your username and password
- The email address associated with the account
- The server address for the account

You can add a CalDAV or CardDAV account to sync calendar events or contacts, respectively.

1. In the **Add Account** screen, tap > **CalDAV** or **CardDAV**.
2. Enter the account information.
3. Tap **Done**.

Change account settings

You might want to change the settings for an account if you changed the password for the account, if you want to change the display name for the account, or if you want to use different synchronization settings.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap an account.
4. Make your changes.
5. Tap **Save**.

Remove an account from your device

To stop receiving messages and notifications for an account and to stop syncing calendar and contact info for that account, you can remove the account from your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap an account.
4. Tap .

Troubleshooting: Setting up accounts

I can't add an email account

Try the following:

- Make sure that your email address and password have been typed correctly.
- Make sure that your device is connected to a mobile or Wi-Fi network.
- Add the email account using advanced setup. On the home screen, swipe down from the top of the screen. Tap **Settings** > **Accounts** > > . Tap the type of account that you want to add. You might need to get additional information about your account from your administrator or email service provider.
- If you're trying to add a work account supported by an EMM solution from BlackBerry, make sure that you have an activation password from your administrator.
- If you're trying to add an email account supported by Microsoft Exchange ActiveSync, contact your administrator or email service provider to find out if you need to change any settings for the account.

I can't add a second social networking account

You can add only one Facebook account, one Twitter account, and one LinkedIn account to your BlackBerry device.

BlackBerry Hub message list icons

Icon	Description
	Unread email
	Read email
	Meeting or event invitation
	New Facebook notification
	Email with attachment
	Draft message
	Email messages grouped by subject in a conversation thread
	Unread text message (SMS)
	Read text message
	Text message with attachment (MMS)
	Draft text message
	New system notification
	Message hasn't been sent yet
	Message is being sent
	Message has been sent
	Message could not be sent

Viewing and searching messages

You can view all of your messages and notifications in the Hub view in the BlackBerry Hub. Or, you can view messages for a specific account type or message type. You can search for a specific message, or customize your view so that you see only the messages and notifications that are important to you.

Navigate your list of messages and notifications

In the BlackBerry Hub, touch and hold a date bar.

- To go to messages and notifications for the next day, tap .
- To go to messages and notifications for the previous day, tap .
- To go to the top of your list of messages and notifications, tap .
- To go to the bottom of your list of messages and notifications, tap .

View messages by account or message type

If you want to see messages only from a particular account (for example, your personal email account) or by a type (for example, your text messages), you can filter them.

1. In the BlackBerry Hub, tap .
2. Tap the type of messages that you want to see.

To see all of your messages again, tap > **Hub**.

View filed email

1. In the BlackBerry Hub, tap the drop-down list at the top of the screen.
2. Tap a folder.

Search for a message

1. In the BlackBerry Hub, tap .
2. Type a search term.

To filter your search results by sender, date, subject, and more, tap .

Filter your search in the BlackBerry Hub

1. In the BlackBerry Hub, tap .
2. Leave the Search field empty. Tap .
3. Tap **Priority**, **Unread**, **Flagged**, **Received**, or **Attachment**.
4. Tap again.

To see all of your messages again, tap **Cancel** at the top of the screen.

Tip: You can also find your flagged messages in BlackBerry Remember, in the Flagged Messages task list.

Viewing important messages with the BlackBerry Priority Hub

With the BlackBerry Priority Hub feature, important messages are highlighted so that you can quickly find them in the BlackBerry Hub.

To identify priority messages, your BlackBerry device looks at whether a message is flagged as important, whether the sender is a frequent contact, and other criteria.

You can help your device learn which messages are important to you by changing the priority of a message. For example, if a message is important to you but it's not included in the BlackBerry Priority Hub, you can add it.

View only your priority messages

In the BlackBerry Hub, do one of the following:

- Tap ☰ > **Priority Hub**.
- If your Pinch Filter Criteria is set to Priority Messages, slide your fingers together to zoom in on your priority messages.

Tip: You can specify which messages are displayed when you zoom in. In the BlackBerry Hub, tap ⋮ > ⚙ > **Display and Actions**. In the **Pinch Filter Criteria** drop-down list, select **Priority Messages**, **Unread Messages**, **Flagged Messages**, **Draft Messages**, **Meeting Invites**, **Sent Messages** or **Level 1 Messages**.

Add a message to or remove a message from the BlackBerry Priority Hub

Adding messages to and removing messages from the BlackBerry Priority Hub helps your BlackBerry device learn which messages to highlight as priority in the future.

1. In the BlackBerry Hub, touch and hold a message.
   - To add a message to the BlackBerry Priority Hub, tap ↑.
   - To remove a message from the BlackBerry Priority Hub, tap ↓.
2. In the dialog box, choose a reason why the message is or isn't important.
3. Tap **OK**.

Change the types of messages that are marked as priority

By default, if you start a conversation, if the sender of a message has the same last name as you, or if a message is marked with high importance, then those messages are included in the BlackBerry Priority Hub. You can turn off each of these settings.

1. In the BlackBerry Hub, tap ⋮ > ⚙ > **Priority Hub**.
2. Turn off the **Sender has the Same Last Name as Me**, the **Message Sent with High Importance**, or the **I Started the Conversation** switch.

Create a priority rule

You can create a rule so that messages that are sent from specific accounts, or with a specific subject, or with other specific criteria are sent to your BlackBerry Priority Hub. You can also set a Level 1 alert for specific messages so that you receive a custom notification when these messages are sent to you.

1. Tap > > **Priority Hub**.
2. Tap .
3. Do any of the following:
   - To add a name to your rule, enter a name in the **Filter Name** field.
   - To choose the account that the rule applies to, select an account in the **Account** drop-down list.
   - To flag messages from a specific email address as priority, enter an email address in the **From** field.
   - To flag messages sent to a specific email address as priority, enter an email address in the **Sent to** field.
   - To flag messages with a specific subject as priority, enter a subject in the **Subject** field.
   - To flag messages that are sent directly to you or that you are CCed on as priority, select the **Sent Directly to Me** or the **Cc: to Me** checkbox.
   - To flag messages with a specific importance as priority, in the **Importance** drop-down list, select an option.
   - To set a Level 1 alert for your rule, select the **Enable Level 1 Alert** checkbox.
4. Tap **Create**.

Note: Level 1 alerts override the existing notification settings. When you set Level 1 alerts, you are notified of Level 1 messages by a custom ring tone. The BlackBerry Hub displays Level 1 messages in red. To change your settings for Level 1 alert notifications, tap **Level 1 Alerts Notification Settings**.

Turn off the BlackBerry Priority Hub

1. In the BlackBerry Hub, tap > > **Priority Hub**.
2. Turn off the **Priority Hub** switch.

View attachments sent to you

You can quickly find and view the files sent to you and avoid searching through your messages.

In the BlackBerry Hub, do one of the following:

- To see all of the files that you received as attachments, tap .
- To view attatchments in a message, tap a message. Tap the attachment.
- To see attachments for a specific account, tap . Tap an account. Tap .

Download attachments in a message

You can download one file or multiple files that you receive as attachments in an email.

- In a message with one attachment or to download one attachment at a time, tap an attachment.
- To download all the attachments in a message, tap .

Tap an attachment to view, share, or save a downloaded file.

Sort attachments

You can sort attachments by date, sender, name, type (for example, by pictures and documents), or account.

1. In the list view in the BlackBerry Hub, tap .
2. Tap > .
3. In the **Sort** drop-down list, tap a sort option.

Share or save your attachments

1. In the list view in the BlackBerry Hub, tap .
2. Touch and hold an attachment.
3. Tap .
4. When the download is complete, touch and hold the attachment.
   - To share the attachment, tap .
   - To save the attachment, tap .

Tip: To share or save multiple attachments, tap > . Select some attachments. Tap or .

Open a related email for an attachment

1. In the list view in the BlackBerry Hub, tap .
2. Touch and hold an attachment.
3. Tap .

Send email and messages from the BlackBerry Hub

From the BlackBerry Hub, you can send email, text messages, Facebook messages, direct Twitter messages, LinkedIn messages, BBM messages, or other types of chat messages, depending on your wireless service plan and the accounts

that you added to your BlackBerry device. When you tap **Compose**, the BlackBerry Hub suggests message types based on the messages you commonly compose.

1. In the BlackBerry Hub, tap .
2. Tap a message type.
3. Add or choose a recipient for your message:
   - For email, type a contact name or an email address in the **To** field. You can tap suggested contacts that appear below the **To** field to quickly add them to the message.
   - For Facebook, Twitter, or LinkedIn messages, type a contact name in the **To** field.
   - For text messages, type a contact name or a phone number.
   - For BBM and other chat messages, select a contact from the list.
4. Type your message.
5. Tap **Send** or the **Enter** key.

Reply to or forward an email

In an email, do one of the following:

- To reply to the email, tap .
- To reply to all recipients of the email, tap .
- To forward the email, tap .

Tip: When you reply to an email, you have the option to delete the text in the original message. Tap > .

Attach a file to an email or text message

If your wireless service plan supports MMS messages, you can add an attachment to a text message.

1. While composing an email or text message, tap .
2. Find the file.
3. Tap the file.

Tip: When you send an email with a picture attachment, you can reduce the size of the message by reducing the size of picture attachments. On the **Image Size** screen, tap a size. Tap **Send**.

Add a BCC recipient to an email

1. While composing a message, tap > .
2. Type a contact name or email address.

Send an email or a meeting invitation when composing another message

When you compose an email, you can also send a meeting invitation to a recipient or send a separate email.

1. While composing a message, touch and hold a name in the **To**, **CC** or **BCC** field.
2. Do one of the following:
   - To send a separate email to a recipient when replying to a message, tap .
   - To send a meeting invitation to the recipient, tap .
   - To add the recipient to your Contacts, tap .

Compose an email in plain text format

You can reduce the size of email messages or email threads by switching from HTML format to plain text format.

1. In an email, tap .
2. Tap .

Change text formatting in an email

Bold, italicize, and underline text; create ordered and bulleted lists; and change the font size and colors.

1. While composing a message, tap .
2. Use the formatting toolbar to apply formatting to your text.

Forward a text message

1. In the BlackBerry Hub, touch and hold a text message.
2. Tap .

Forward a PIN message as an email

You might want to archive the information that you send or receive in a PIN message. You can forward the message to yourself or others as an email.

1. In the BlackBerry Hub, touch and hold a PIN message.
2. Tap .

Managing messages

Stay organized by managing your messages in the BlackBerry Hub. You can file messages, flag important messages, or save draft messages for later.

Delete a message

In the BlackBerry Hub, do any of the following:

- To delete a single message, touch and hold the message. Tap .
- To delete more than one message, touch and hold a message. Tap . Tap the other messages you want to delete. Tap > .
- To delete all messages before a specific date, touch and hold the date bar. Messages that were sent or received before that date are highlighted. Tap .
- To delete messages only from your device, but keep them on the messaging server, tap > > **Display and Actions**. In the **Delete On** drop-down list, select **Hub Only**.

Filing email

You might not be able to file an email or create folders for an email, depending on the account that an email is in.

File an email

You can file your sent and received email messages.

1. In the BlackBerry Hub, touch and hold an email.
2. Tap .
3. Tap a folder.

Add, rename, or delete an email folder

In the BlackBerry Hub, tap the drop-down list at the top of the screen.

- To add a folder, touch and hold the folder that you want to use as the parent folder. Tap . Type a name for the folder. Tap **OK**.
- To rename a folder, touch and hold the folder. Tap . Type a new name for the folder. Tap **OK**.
- To delete a folder, touch and hold the folder. Tap .

Keep all email from a folder on your device

If you use a desktop email application like Microsoft Outlook to file email into folders, your BlackBerry device doesn't automatically download copies of that email. You can have filed email readily available on your device by syncing an email folder.

1. In the BlackBerry Hub, tap the banner at the top of the screen.
2. Touch and hold a folder.
3. Tap .

Flag a message

When you flag messages, they appear in BlackBerry Remember, so that you can add due dates, tags, voice notes, and other files to them.

1. In the BlackBerry Hub, touch and hold a message.
2. Tap .

Manage your messages with BlackBerry Hub Instant Actions

BlackBerry Hub Instant Actions allow you to quickly triage messages, conversations, and events in the BlackBerry Hub. In the list view, you can mark messages as read or unread, and file, flag, or delete messages. You can also accept or decline meeting invitations without having to open them. If you make a mistake while managing messages, you can tap **Undo** to cancel the last change.

Use BlackBerry Hub Instant Actions

Depending on the message type and your BlackBerry Hub Instant Actions settings, the following actions are available:

- **Calendar invitation**: You can accept or decline a calendar invitation.
- **BBM or text message (SMS and MMS)**: You can reply to or delete a BBM or text message.
- **Email message**: You can file, delete, or flag an email message.

1. In the BlackBerry Hub, in the upper-right corner of the screen, tap .
2. Do any of the following:
   - To delete a message, tap .
   - To file a message, tap , and choose a folder.
   - To flag a message, tap .
   - To mark a message as read, tap .
   - To reply to a text message or a BBM message, tap .

Customize BlackBerry Hub Instant Actions for email messages

By default, with BlackBerry Hub Instant Actions, you can file and delete your email messages. You can change your settings for the actions that appear in the list view.

1. In the BlackBerry Hub, tap > > **Display and Actions**.
2. Under **Hub Instant Actions**, do one of the following:
   - In the **Email Action 1** drop-down list, tap **File** or **Flag**.
   - In the **Email Action 2** drop-down list, tap **File**, **Flag**, or **Delete**.

Mark a message as read or unread

In the BlackBerry Hub, do one of the following:

- To mark a message as read, touch and hold the message. Tap .
- To mark a message as unread, touch and hold the message. Tap .
- To mark messages before a specific date as read, touch and hold the date bar. Tap .

Download or share a picture from an email

In a message, touch and hold an embedded picture.

- To save the picture, tap .
- To share the picture, tap .
- To set the picture as a contact picture, tap .

Save a draft email

1. While composing an email, tap **Cancel**.
2. In the dialog box, tap **Save**.

Securing your email

You can digitally sign or encrypt messages if you use a work email account that supports S/MIME or PGP protected messages or IBM Notes email encryption on your BlackBerry device. Digitally signing or encrypting messages adds another level of security to email messages that you send from your device.

Digital signatures are designed to help recipients verify the authenticity and integrity of messages that you send. With S/MIME-protected messages, when you digitally sign a message using your private key, recipients use your public key to verify that the message is from you and that the message hasn't been changed.

Encryption is designed to keep messages confidential. With S/MIME-protected messages, when you encrypt a message, your device uses the recipient's public key to encrypt the message. Recipients use their private key to decrypt the message.

Even if your email account isn't supported by an EMM solution from BlackBerry, if it's supported by Microsoft Exchange ActiveSync and your organization uses an LDAP directory, you can encrypt your messages using S/MIME.

If you use a work account that supports PGP protected messages, you can digitally sign, encrypt, or sign and encrypt messages using PGP protection. You need to store the recipient's public key on your BlackBerry device to send encrypted email messages. You need to store your private key on your device to send digitally signed email messages.

If your device is associated with a CRL or an OCSP server, when you add recipients to an encrypted message, your device tries to retrieve a certificate status for each recipient. You are unable to send the message until certificate statuses are received for all recipients. If certificates can't be found or are invalid, the recipients' names appear as red.

Set up S/MIME-protected messaging

You need to store a private key and certificate on your BlackBerry device to send digitally signed or encrypted email messages using S/MIME-protected messaging. You can store a key and certificate by importing the files from a work email message or a media card.

If you have a work email account that is supported by an EMM solution from BlackBerry and a personal Microsoft Exchange ActiveSync account, when you import a certificate from the personal space on your device, you can store it in the keystore in your work or personal space.

Your BlackBerry device supports keys and certificates in the following file formats and file name extensions:

- PEM (.pem, .cer)
- DER (.der, .cer)
- PFX (.pfx, .p12)

1. Open a work email message with a certificate attachment.
2. Tap .
3. If necessary, enter the password.
4. Tap **Import** or **Import All**.
5. Tap .
6. In the BlackBerry Hub, tap > > **Email Accounts**.
7. Tap an account.
8. Tap **Secure Email Settings**.
9. If necessary, tap the **S/MIME** tab.
10. Turn on the **S/MIME** switch.
11. Under **Signing Certificate**, in the drop-down list, tap the certificate that you imported.

12. Under **Encryption Certificate**, in the drop-down list, tap the certificate that you imported.

Set up PGP protected messaging

If you use a work account that supports PGP protected messages, you can digitally sign, encrypt, or sign and encrypt messages using PGP protection. You need to store the recipient's public key on your BlackBerry device to send encrypted email messages. You need to store your private key on your device to send digitally signed email messages.

Your device supports keys in the following formats and file name extensions:

- PEM (.pem, .cer)
- ASC (.asc)

1. Open a work email message with a PGP key attachment.
2. Tap .
3. Tap **Import** or **Import All**.
4. If necessary, enter the password.
5. Tap .
6. In the BlackBerry Hub, tap > > **Email Accounts**.
7. Tap an account.
8. Tap **Secure Email Settings**.
9. If necessary, tap the **PGP** tab.
10. Turn on the **PGP** switch.
11. Under **PGP Signing Key**, in the drop-down list, tap the key that you imported.
12. Under **PGP Encryption Key**, in the drop-down list, tap the key that you imported.

Turn on IBM Notes email encryption

A work account that supports IBM Notes email encryption must be added to your device.

1. In the BlackBerry Hub, tap > > **Email Accounts**.
2. Tap an account.
3. Tap **Secure Email Settings**.
4. If necessary, tap the **NNE** tab.
5. Turn on the **NNE** switch.

Sign or encrypt a message

You must use a work email account that supports IBM Notes mail encryption to send an encrypted email message, or an email account that supports S/MIME or PGP protected messages to send a signed or encrypted email message.

1. When you compose a message, slide your finger down on the screen.
2. In the drop-down list, tap a signing or an encryption option.

Note: If your BlackBerry device is associated with a CRL or an OCSP server, when you add recipients to an encrypted message, your device tries to retrieve a certificate status for each recipient. You are unable to send the message until certificate statuses are received for all recipients. If certificates can't be found or are invalid, the recipients' names appear as red.

Update secure email settings

Depending on your permissions, you can change the email security that is used for all the messages you send. For example, if you use S/MIME to protect your messages, you can send clear-signed messages that any email application can open, or opaque-signed messages that only email applications that support encryption can open.

1. In the BlackBerry Hub, tap ⋮ > ⚙ > **Email Accounts**.
2. Tap an account.
3. Tap **Secure Email Settings**.
4. Do any of the following:
   - To turn on S/MIME-protected messaging, tap the **S/MIME** tab. Turn on the **S/MIME** switch.
   - To turn on NNE-protected messaging, if necessary, tap the **NNE** tab. Turn on the **NNE** switch.
   - To change the preferred method of encoding to use for messages you send, select an option in the **Default Encoding** drop-down list.
   - To select your preferred method of encoding to use for replies or forwarded messages you send, select an option in the **Outgoing Message Encoding** drop-down list.
   - To send clear-signed messages, tap the **S/MIME** tab. Turn on the **Send Clear-Text Signed Messages** switch.
   - To receive a warning message if there is a problem with a certificate, tap the **S/MIME** tab. Turn on the **Warn About Problems With My Certificates** switch.
   - To turn on PGP protected messaging, tap the **PGP** tab. Turn on the **PGP** switch.
   - To select a key pair to use for signing messages you send, select an option in the **PGP Signing Key** drop-down list.
   - To select a key pair to use for encrypting messages you send, select an option in the **PGP Encryption Key** drop-down list.
   - To view PGP key details for a PGP key pair stored on your BlackBerry device, below either the **PGP Signing Key** or the **PGP Encryption Key** drop-down lists, tap **View PGP Key**.
   - To receive a warning message if there is a problem with a PGP key, tap the **PGP** tab. Turn on the **Warn About Problems With My PGP Keys** switch.

Configure your LDAP server settings

If your email account is supported by Microsoft Exchange ActiveSync, and your organization uses an LDAP directory, you can configure your settings so that S/MIME certificates for users in the LDAP directory are available to you.

Make sure that you know the server name.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy**.
3. Tap **LDAP Server**.
4. In the **Server Address** field, enter the address of the LDAP server that your account is associated with.
   - To set where the LDAP server starts to look for S/MIME certificate information, enter a base distinguished name in the **Search Base** field.
   - To specify the scope of an LDAP server search, in the **Search Scope** drop-down list, tap an option.
   - To enable an authentication type, in the **Authentication Type** drop-down list, tap an option.
   - If you enable the Simple authentication type, in the **LDAP User ID** and **LDAP Password** fields, enter your username and password.
   - To enable Transport Layer Security, turn on the **Use Secure Connection** switch.
   - To select how long to wait for the LDAP server to respond, in the **Timeout** drop-down list, tap an option.

Secure email icons

Icon	Description
	The email is digitally signed.
	The email is encrypted.
	A message in the folder is digitally signed.
	A message in the folder is encrypted.
	The digital signature was successfully verified.
	There is not enough information to verify the digital signature.
	The digital signature failed verification.
	A certificate is attached to the email.
	Multiple certificates are attached to the email.
	A PGP key is attached to the email.
	The certificate chain is trusted or the certificate status is good.
	There is an error with the certificate chain or the certificate status.
	The certificate status is being determined.

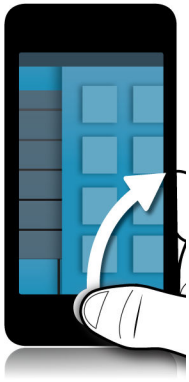
Icon	Description
	The certificate chain is expired.
	The certificate chain has been revoked.

Navigating the BlackBerry Hub

Peek at your messages in the BlackBerry Hub from anywhere

Whether you're on your home screen or using an application, you can peek at or open the BlackBerry Hub from anywhere on the device.

1. From the bottom of the screen, slide your finger up just a little bit. The current view shrinks to show your notifications.
2. Slide your finger to the right to peek at the BlackBerry Hub.
   - To fully open the BlackBerry Hub, continue sliding your finger to the right.
   - To return to what you were doing, slide your finger back to the left and down.



Peek at your messages and notifications while you're composing or viewing a message

In a message, slowly slide your finger from the left edge of the message to the right. Continue sliding to bring your list of messages and notifications into view.

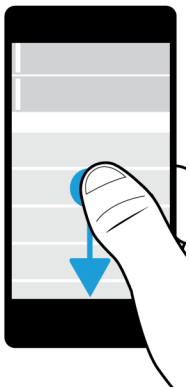
Jump to the next or previous message

1. In a message, slowly slide your finger from the left edge of the message to the right to peek at your list of messages.
2. While holding the message open, slide your finger up or down to highlight the next or previous message in the list.
3. To open the highlighted message, release your finger.

Check your upcoming events from the BlackBerry Hub

You can check your agenda in the BlackBerry Calendar app, but if you're already in the BlackBerry Hub, just stay where you are.

At the top of your list of messages and notifications, where today's date appears, slowly drag down. Your upcoming events start to appear. The more you drag, the more you see.



Create a meeting from an email

When you create a meeting or event from an email, your BlackBerry device populates the invitation with the subject line from the email, and the recipients of the email become the invitees.

1. In an email, tap > .
2. Enter any additional information for the meeting.
3. Tap **Save**.

Add a contact from the BlackBerry Hub

1. In the BlackBerry Hub, touch and hold a message.
2. Tap .
   - To add the contact to an existing contact entry (for example, to add a new email address for a contact), tap a contact from the list.
   - To add the contact as a new contact, tap .
3. Tap **Save**.

Refresh your list of messages

If you added an email account that doesn't support push messaging services, you can refresh the BlackBerry Hub to check for new messages.

In the BlackBerry Hub, tap > .

Customizing BlackBerry Hub settings

You can customize a variety of settings in the BlackBerry Hub. For example, you can change your default email address or calendar, or the order that your accounts appear in. You can also set an out-of-office reply using your BlackBerry device.

Set an out-of-office reply

Some email accounts might not support out-of-office replies.

1. In the BlackBerry Hub, tap ⋮ > ⚙ > **Email Accounts**.
2. Tap an email account.
3. Turn on the **Send Automatic Replies** switch.
4. Do any of the following:
   - To send out-of-office replies inside your organization, enter a message in the **Reply with** field.
   - To specify a start time and end time to send out-of-office replies, turn on the **Send Automatic Replies Between Specific Dates** switch.
   - To send out-of-office replies outside your organization, turn on the **Send Automatic Replies Outside of the Organization** switch. If you want the message in your external out-of-office replies to be something different from your internal out-of-office replies, enter a message in the **Reply with** field.

Add a signature to an email account

1. In the BlackBerry Hub, tap ⋮ > ⚙ > **Email Accounts**.
2. Tap an email account.
3. Turn on the **Auto Signature** switch.
4. Type your signature in the field.

Change your default email address or calendar

When you share something (for example, a picture or a website) by email or when you compose a new email, your BlackBerry device sends the email from your default email address. When you add an event to your calendar or send a meeting invitation, your device adds the event to your default calendar.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Accounts**.
3. Tap .
   - To change the default account that you send email from, in the **Email Address** drop-down list, tap an account.

- To change the default calendar that you add events to and send meeting invitations from, in the **Calendar** drop-down list, tap a calendar.

Download only partial text in email

If you move frequently between a Wi-Fi coverage area or cellular coverage area, or if you're roaming, you can control how much content in your email messages is downloaded while in a specific area of coverage. For example, when roaming, you might choose to download just the subject of messages. While in an area of Wi-Fi coverage, you might choose to download full messages.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap an account.
4. Tap > .
5. In the **Roaming Data Control**, the **Cellular Data Control**, or the **Wi-Fi Data Control** drop-down lists, select an option.

If you're in an area of coverage where downloading is restricted, you can choose to download the full email by tapping **Message truncated, download more**. Additional charges might apply.

Change how messages are displayed in the BlackBerry Hub

Change whether the BlackBerry Hub shows your sent messages or filed messages, how you view message threads, and how the date appears at the top of your list of messages and notifications. You can also change how the senders' names are displayed, whether pictures are automatically downloaded, and more.

1. In the BlackBerry Hub, tap > > **Display and Actions**.
2. Change your settings. For example, change any of the following settings:
   - To view messages as conversation threads instead of single messages, in the **Display Style** drop-down list, tap **Conversation**.
   - To stop showing filed messages that have been read, turn off the **Show Read Filed Emails** switch.
   - To stop showing sent messages, turn off the **Show Sent Emails** switch.
   - To receive a notification when you move a message to a folder that isn't synced to your device, turn on the **Notify When Folder Isn't Synced** switch.
   - To set the BlackBerry Hub to maintain the view you left it in when your device is inactive, turn off the **Return to Default View When Idle** switch.

Tip: When you change your Display Style to Conversation, one line of preview text appears in each email in your list view so that you can quickly identify the email messages that you need to read in a particular conversation.

Color code your accounts

To help you distinguish between different types of accounts in the BlackBerry Hub, you can choose a color for each of your accounts. The color appears on the left side in your list of messages.

1. In the BlackBerry Hub, tap > > **Hub Management**.
2. Tap an account.
3. In the **Account Color** drop-down list, tap a color.

Restrict contacts in the BlackBerry Hub

If you don't want to receive messages from specific email accounts or contacts, you can restrict the messages from appearing in the BlackBerry Hub.

1. In the BlackBerry Hub, tap > > **Recent Contact Management**.
2. Tap a contact name to add it to your restricted contacts list.

To remove a contact from the restricted contacts list, on the **Recent Contact Management** screen, tap , and tap a contact name.

Clear recent contact suggestions

By design, the BlackBerry Hub remembers the contacts that you frequently send messages to and suggests them to you when you compose new messages. If you don't want contact suggestions to appear when you compose messages, you can clear your recent contacts. Clearing your contact suggestions does not remove the contacts from your device.

1. In the BlackBerry Hub, tap > > **Recent Contact Management**.
2. Tap **Remove Recent Contacts**.

Change the order of accounts in the BlackBerry Hub

You can change the order in which the BlackBerry Hub displays the accounts in the Account Tab. For example, you can move your favorite accounts or the accounts that you use most frequently to the top of the list.

1. In the BlackBerry Hub, tap > > **Hub Management**.
2. Tap .
3. Touch and hold an account, then slide your finger up or down to change where the account appears in the list of accounts in the Account Tab.
4. To save your changes, tap .

Change which messages appear in the BlackBerry Hub

You can choose to hide messages for some accounts, so they don't appear in the Hub Tab in the BlackBerry Hub. Calendar and contact syncing aren't impacted by these settings.

1. In the BlackBerry Hub, tap ⋮ > ⚙ > **Hub Management**.
2. Tap an account.
3. In the **Show in** list, tap **Show in Hub Only**, **Show in Separate Account Only** or **Show in Both**.

Sync Microsoft Exchange contact folders

If you have an email account that is supported by Microsoft Exchange ActiveSync, you can choose which of your contact folders sync to your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Accounts**.
3. Tap a Microsoft Exchange account.
4. Turn on the **Sync Contacts** switch.
5. Tap **Edit Contact Folder Settings**.
6. Do one of the following:
   - To sync all of your contact folders, turn on the **Sync All Contact Folders** switch.
   - To sync one or more of your contact folders, turn off the **Sync All Contact Folders** switch. Tap the folders that you want to sync with your device.
7. Tap **Save**.

Change options for text messages

In the BlackBerry Hub, tap ⋮ > ⚙ > **Text Messages**.

- To receive a notification when your sent text messages are delivered or read, under **SMS** or **MMS**, turn on the **Confirm Delivery** switch or the **Confirm Read** switch.
- To allow other devices to see when you receive or read a text message with an attachment, under **MMS**, turn on the **Allow Delivery Confirmation** switch or the **Allow Read Confirmation** switch.
- To block unwanted MMS messages, under **MMS**, turn on the **Reject Anonymous Messages** switch or the **Reject Advertisements** switch.
- To stop receiving MMS messages while roaming, under **MMS**, in the **Auto Retrieval Mode** drop-down list, tap **Home Only**.
- To disable word substitution, turn off the **Enable Word Substitution** switch.
- To only send text messages when you tap the send icon, turn off the **Use Enter Key To Send** switch.

- To change the background color of text message conversations, turn the **Dark Background** switch on or off.

Change advanced settings for text messages

With the advanced settings for SMS and MMS messages, you can allow special characters, change your routing preference, and more.

1. In the BlackBerry Hub, tap > > **Text Messages** > .
2. Make your changes.
3. Tap **Save**.

Turn off cell broadcast messages

Your service provider might send you cell broadcast messages when you're using your BlackBerry device in certain geographical locations (for example, to tell you about local weather conditions). There is no charge associated with these messages, but you can turn off them off if you'd rather not see them.

In the BlackBerry Hub, tap > > **Cell Broadcast**.

- To turn off all cell broadcast messages, turn off the **Enable Cell Broadcast** switch.
- To turn off messages from a specific channel, beside a channel, tap **Remove**.

Update your Facebook, Twitter, or LinkedIn status from the BlackBerry Hub

1. In the BlackBerry Hub, tap .
2. Tap **Facebook**, **Twitter**, or **LinkedIn**.
3. Tap .
4. Type your status.
5. Tap **Post**, **Tweet**, or **Send**.

Make a phone call from the BlackBerry Hub

1. Tap > **Calls**.
2. Tap .

About public warning messages

Public warning systems are used to send alert messages to users with enabled mobile devices. Public warning messages are text messages that alert users of possible threats to safety in their area. Messages may include severe weather warnings, missing child alerts, or national emergencies.

Depending on your wireless service provider, public warning messages don't contribute to data usage in your wireless service plan. This feature might not be supported, depending on your region, service provider, and wireless network. For more information, contact your service provider or administrator.

Unsubscribe from public warning messages

You might not be able to unsubscribe from some public warning messages, depending on your region and wireless network.

1. In the BlackBerry Hub, tap > > **Emergency Alerts**.
2. Turn off the switch beside a type of public warning.

Troubleshooting: BlackBerry Hub

I'm not receiving messages

Try the following:

- If you recently changed an account password, make sure that you update the password in the Accounts settings on your BlackBerry device. On the home screen, swipe down from the top of the screen. Tap > **Accounts**. Tap an account. Make your changes. Tap **Save**.
- Check your network connection settings to make sure that your device is connected to a Wi-Fi or mobile network. If you're not in a wireless coverage area, you should receive messages when you return to a wireless coverage area.
- If you're connected to a mobile network, check that data services are turned on. On the home screen, swipe down from the top of the screen. Tap > **Networks and Connections** > **Mobile Network**. Make sure the **Data Services** switch is turned on.

I can only see email for the last 30 days

For some types of email accounts, by default, your BlackBerry device initially syncs email for the past 30 days. To change this setting, on the home screen, swipe down from the top of the screen. Tap > **Accounts**. Tap the email account. Tap . In the **Sync Timeframe** drop-down list, tap an option. Tap **Save**.

I can't find my work email in the BlackBerry Hub

If you added a work account to your BlackBerry device, your administrator might have turned on a policy that separates the BlackBerry Hub into a work view, which contains your messages and notifications for only your work account, and a personal view, which contains your messages and notifications for only your personal accounts.

To see the work view, in the BlackBerry Hub, tap ☰ > **Switch To Work**.

I can't see the recipients for a message

To see the other recipients of a message and the account that you received the message in, in the message, at the top-right corner of the screen, tap the arrow.

I can't send or forward a text message

You might not be able to forward an SMS or MMS message if the content of the message includes copyright-protected information.

If you use a work account that is supported by an EMM solution from BlackBerry, your administrator might not allow you to send text messages, but you might still be able to receive text messages.

I can't attach a file to a text message

The file might be too large, or your wireless service plan might not support MMS messaging, which is required to attach files to text messages. Contact your service provider for more information.

I can't find the BlackBerry Hub or the Text Messages icon

You might have removed the icons from your home screen. Try any of the following:

- Even though icons don't appear on your home screen, you can still access your messages directly from the BlackBerry Hub. On the home screen, swipe right to open the BlackBerry Hub. To view only your text messages, tap ☰ > **Text Messages**.
- You can download the icons from BlackBerry World. In BlackBerry World, search for **Text Messaging Icon** or **BlackBerry Hub Icon** and download the icons.

joyn for BlackBerry 10 devices

About joyn

Do you have friends and contacts who aren't using a BlackBerry 10 device? If so, you can chat, call, send pictures, and share videos with these contacts using joyn. If your wireless service provider supports joyn, within the Contacts app or the Phone app, the icon appears beside contacts who are using joyn, so that you can easily find other users.

joyn for BlackBerry 10 might not be available on your device, depending on your wireless service provider.

For information about fees or conditions that might apply when using this application, contact your wireless service provider.

Start a joyn chat

1. In the Contacts app, or in the contact details view, tap beside a contact's name.
2. Do any of the following:
   - Type your message.
   - Tap an emoticon.
   - To attach a picture or file, tap .
3. Tap **Send**.

Tip: You can find, start, and reply to your joyn chats in the BlackBerry Hub.

Invite other joyn contacts to a chat

Have something you need to discuss with a group? You can chat with more than one person to help make decisions faster and keep everyone informed.

1. At the bottom of a joyn chat, tap > **Create Group**.
2. Tap + to add another contact. Repeat this step for each contact you want to add.
3. If needed, type a chat subject.
4. Type your message.
5. Tap **Send**.

Delete a joyn chat

On a chat screen, tap ⋮ > 🗑.

Call a joyn contact

1. In the Phone app, tap 👤.
2. Tap 💬 beside the contact you want to call.
3. If you have multiple phone numbers for a joyn contact, tap the number that you want to call.

Tip: During the call, tap 💬 to start a chat or a video share, or share a file.

Start a joyn video share

Before you can share a video or start chatting over video, you need to call a joyn contact. The contact must have a device that supports video.

During a call, in the Phone app, tap 💬.

Tip: During the video share, tap 💬 to start a chat or share a file.

Send a file to a joyn contact

You can send different types of files to joyn contacts, including pictures, videos, and documents.

1. During a one-on-one joyn chat or a phone call, tap 📎 and select a picture or file.
2. Tap **Send**.

Block a joyn contact

If you block a joyn contact, you won't receive any messages from that contact and file transfers are declined automatically. Messages are filtered to the Blocked Messages folder in the joyn app, and read notifications are turned off.

1. In the BlackBerry Hub, tap ⋮ > ⚙.
2. Tap **joyn**.
3. Tap **Blocked users**.

4. Type the phone number or name of the joyn contact you want to block.

To unblock a contact, tap **Unblock** beside the contact's name.

Turn on joyn while roaming

Check with your wireless service provider to find out what roaming fees or charges might apply.

If you're travelling, you can keep using joyn while roaming.

1. In the BlackBerry Hub, tap ⋮ > ⚙.
2. Tap **joyn**.
3. Set the **Enable joyn While Roaming** switch to **On**.

Media

Change the media volume

When music is playing, do any of the following:

- To increase the volume, press the **Volume Up** key on the side of your BlackBerry device.
- To decrease the volume, press the **Volume Down** key on the side of your device.
- To mute the volume, press the **Mute** key on the side of your device. To turn off mute, press the **Mute** key again.
- To select the type of speaker to play your music on, tap ⋮ > **Audio**.

Note: Your media volume is separate from your notifications volume. Changing the volume while you listen to your music won't change the volume of your notifications.

Supported audio and video file extensions, formats, and codecs

Depending on your BlackBerry device model and wireless network, some file extensions, formats, and codecs might not be supported.

File extension	Supported video codec(s)	Supported audio codec(s)
3GP	H.263, H.264, MPEG-4	AAC, AMR
3G2	H.263, H.264, MPEG-4	AAC, AMR , QCELP
ASF	WMV 9	WMA
AVI	MJPEG, MPEG-4	MPEG-3
F4V	V6	Sorenson Spark
ISMV (fragmented MP4)	H.264, WMV9	AAC, WMA
M4V	H.263, H.264, MPEG-4	AAC, MPEG-3, PCM
MKV	H.264, MPEG-4	AAC, MPEG-3, PCM
MOV	H.263, H.264, MJPEG, MPEG-4	AAC, AMR, QCELP
MP4	H.263, H.264, MPEG-4	AAC, AMR

File extension	Supported video codec(s)	Supported audio codec(s)
MPEG	H.263, H.264, MPEG-4	AAC, MPEG-3, PCM
WMV	WMV 9	WMA
AAC	—	AAC
AMR	—	AMR
FLAC	—	FLAC, Vorbis
M4A	—	AAC
MIDI	—	MIDI
MKA	—	AAC, MP3, PCM
MP3	—	MPEG-3
OGG	—	FLAC, Vorbis
QCP	—	QCELP
SPMID	—	SP-MIDI
WAV	—	PCM, GSM
WMA	—	WMA 9, WMA 10

For information about media file extensions and codecs for your device, visit Supported media.

Troubleshooting: Media

I can't open a media file

Make sure that the file is in a format that your BlackBerry device supports.

Camera

Note: The Camera might not be available depending on your BlackBerry device model.

You can use the Camera on your device to take high-quality pictures and videos, and to capture that perfect moment, even in adverse conditions. Time Shift mode makes it easy to take group pictures where everyone looks their best, and you can

take panoramic pictures and capture the whole vista in one shot. Your device can also detect the lighting conditions and suggest the best mode and setting to use, so you can focus on capturing the moment.

Camera icons

Icon	Description
	Switch between the front-facing and the rear-facing cameras.
	Take a picture.
	Record a video.
	Turn on the flash while recording a video.
	Stop recording a video.
	Touch and hold anywhere on the screen to permanently lock the focus on that area of the screen. Tap anywhere on the screen to unlock the focus.
	Access more options like flash, shooting modes, settings, and more.

Taking pictures

Tip: In the Camera app, to quickly take a picture, press the **Volume Up** key or the **Volume Down** key. You can also use these shortcuts to take a picture while recording a video.

Take a picture

Your BlackBerry device analyzes the current lighting conditions and suggests the scene or mode best suited to those conditions. To accept the suggestion, tap the suggestion at the top of the screen.

Tip: To make sure that your picture looks the best when being displayed on devices other than your BlackBerry device, such as a computer screen, make sure that you hold the camera in landscape view before you take the picture.

1. Open the Camera app. To zoom in or zoom out, slide your fingers apart or together on the screen.

   Note: Zoom only works in Normal and Stabilization shooting modes.
2. Tap the area of the screen that you want to focus on. You can focus on any part of the image on the screen, not just the center of the screen.
3. When the focus box turns green, do any of the following:

   - To take one picture, tap .

- To take continuous pictures when you have Burst shooting mode turned on, touch and hold . The number of pictures you took in Burst mode appears in the lower-left corner of the screen. The camera stops taking pictures when you take your finger off of the icon.

Tip: You can turn on grid lines to help you center items in your picture or to make sure your picture is straight. To turn on grid lines, in the Camera app, tap > **Settings**. Turn on the **Display Grid Lines** switch.

Turn on autofocus lock

You can use the autofocus lock on your BlackBerry device to take multiple pictures and videos without having to wait for the focus to adjust between takes. When you lock the focus, the area of the screen that you selected remains in focus even if you move your device or the image in the viewfinder changes.

Touch and hold the area on the screen that you want to lock the focus on. The icon appears in the focus box when the focus is locked.

To unlock the autofocus lock feature, tap anywhere on the screen.

Turn off Face Detection

By default, the Face Detection feature on your BlackBerry device is turned on. When you take a picture and the camera detects faces, the faces are automatically brought into focus.

1. To turn off the Face Detection feature, in the Camera app, tap > **Settings**.
2. Turn off the **Face Detection** switch.

Set the timer to take a picture

In Normal and Time Shift modes, you can use the timer on your BlackBerry device to delay taking a picture for 3 seconds or 10 seconds. The timed delay allows you to get ready for the picture and even get into the shot yourself.

1. In the Camera app, tap .
2. Do any of the following:
   - To set the timer for 3 seconds, tap .
   - To set the timer for 10 seconds, tap .
3. Tap .

To turn off the timer, in the upper-left corner of the screen, tap or .

Take a panoramic picture

The panoramic feature on your BlackBerry device takes multiple pictures and seamlessly combines them into one picture. This shooting mode works well when you're trying to capture a breath-taking vista or a large group of people.

Note: Panorama mode can't be used with Burst or Time Shift mode.

1. To turn on Panorama mode, in the Camera app, tap > .
2. To take a panoramic picture, tap and pan in the direction of the image that you want to capture.
3. Slowly move your device until the solid box on the screen fills the box outline.
4. Keep moving your device until you have captured all of the image that you want to.
5. Tap .

Important: When taking a panoramic picture, don't move your device too quickly when panning and keep your device steady. A lot of movement will result in a low-quality panoramic picture.

Peek at the last picture or video that you took

You can peek at the last picture that you took or the video that you recorded to see if you captured what you wanted.

1. Touch and hold the thumbnail at the bottom of the screen.
2. Slide your finger up to expand the thumbnail.
   - To return to the Camera app, lift your finger from the screen.
   - To delete the picture or video, slide you finger to the right onto . When you reach the icon, remove your finger and tap **Cancel** or **Delete**.
   - To share the picture or video, slide your finger to the right onto . When you reach the icon, remove your finger and tap **Cancel** or select a method of sharing.

Recording videos

Tip: To make sure that your recorded video looks the best when being played on devices other than your BlackBerry device, such as a computer screen, make sure that you hold the camera in landscape view to record the video.

1. In the Camera app, tap .
2. Do any of the following:
   - To zoom out or zoom in, slide your fingers together or apart on the screen.
   - To turn on the flash, tap .
   - To take a picture while recording a video, tap .

To stop recording, tap ■ .

Set the video size

You can set the video size for the rear-facing camera on your BlackBerry device, allowing you to take videos in different conditions. For example, you can set the camera to record 720p at 60 fps to capture fast-moving objects.

1. In the Camera app, tap ⋮ > **Settings**.
2. Tap the **Video Size (Rear Camera)** drop-down list.
3. Tap an option.

Take a picture while recording a video

Using the Camera on your BlackBerry device, you can capture a still picture while recording a video at the same time. You can take as many pictures as you like, without interrupting the video. Now you can capture the same event in two ways!

1. In the Camera app, tap ■ .
2. While the video is recording, tap 📷 .

Using Time Shift mode

Time Shift mode lets you take a series of pictures at once so that you can pick the best one of the set. Did someone blink in every shot, or cough just as you took the picture? You can fix that by swapping in different expressions for any person until everybody is picture perfect. You can also save the Time Shift pictures you take and edit them later.

Take the best picture possible using Time Shift mode

1. In the Camera app, tap ⋮ > .
2. To take the picture, tap . Hold the camera steady until the picture appears.
3. Do one of the following:
   - Move the slider at the bottom of the screen back and forth until you find the best picture. Tap ✔ .
   - To edit the picture later, tap .
   - To delete the picture, tap 🗑 .

Replace a person's expression using Time Shift mode

1. In the Camera app, tap ⋮ > .

2. To take a picture, tap . Hold the camera steady until the picture appears.
3. Drag the slider at the bottom of the screen back and forth until you find the best picture.
4. Tap a recognized face.
5. Use the dial to browse the available expressions.
6. Tap anywhere on the screen.
7. Tap ✔ .

Edit Time Shift pictures later

When you take pictures using Time Shift mode, you can save the picture to edit later.

Tip: The Time Shift icon ( ) appears on the thumbnails of the pictures taken with Time Shift mode that you saved to edit later.

1. In the Pictures app or in the pictures you access from the Camera app, tap a Time Shift picture.
2. Tap .
3. Drag the slider at the bottom of the screen back and forth until you find the best picture.
4. Tap a recognized face.
5. Use the dial to browse the available expressions.
6. Tap anywhere on the screen.
7. Tap ✔ .

Change the capture settings

You can change the scene mode, the shooting mode, choose whether to use flash, switch between the front camera and rear camera, change the ratio, and more.

1. In the Camera app, tap ⋮ .
2. Tap the setting that you want to change.

Shooting modes

Shooting modes change the way that the camera takes pictures and records videos. For example, you can use Burst mode to take multiple pictures quickly.

Icon	Description
⛶	**Normal**

Icon	Description
	This mode is available for the camera and the video camera. Normal mode simulates a regular camera or video camera and allows you to take a single picture or video at one time.
	Time Shift This mode is available for the camera. Time Shift mode allows you to take a series of pictures at once so that you can pick the best one of the sets.
	Burst This mode is available for the camera. Burst mode allows you to take multiple pictures quickly. Use this shooting mode when taking pictures of fast-moving scenes or subjects.
	Panorama This mode is available for the camera. Panorama mode works well for vistas and seamlessly combines multiple images into one photo.
	Timer This mode is available for the camera. Timer mode adds a 3-second or 10-second delay before the camera takes the picture.
	HDR This mode, also known as High Dynamic Range mode, is available for the camera. HDR mode combines multiple pictures together and can capture the contrast between the light and dark areas of a scene.
	Ratio Change the width and height of your photos to 1:1, 4:3, or 16:9 aspect ratios.
	Flash You can set the flash to turn on automatically when you are taking a picture in a low light area. You can also change the camera settings to always or never use your flash.

Scene modes

Scene modes are designed to improve the quality of the picture or video by changing settings, such as contrast, brightness, and so on.

Icon	Description
A	**Auto** This mode is the most common mode and is available for the camera, video camera, and Time Shift mode. Use Auto mode to capture a wide variety of everyday scenes.
	Action This mode is available for the camera and Time Shift mode. Action mode can help to take pictures of fast-moving objects. Try this mode when capturing pictures of sports or children.
	Whiteboard This mode is available for the camera and Time Shift mode. Whiteboard mode can help to take pictures of whiteboards by improving the contrast between the whiteboard and any writing on the board.
	Night This mode is available for the camera, video camera, and Time Shift mode. Night mode is useful when taking pictures and videos in areas with low light.
	Beach or Snow This mode is available for the camera, video camera, and Time Shift mode. Beach or Snow mode can help to compensate for the light levels of the bright sand or snow in a picture or video.

Turn off the Auto Suggest feature

The Auto Suggest feature on your BlackBerry device analyzes the conditions present when you're taking a picture and suggests the scene or mode best suited to those conditions. The Auto Suggest feature is designed to help you select the right scene or mode to take great pictures. By default, the Auto Suggest feature is turned on, but to stop receiving suggestions, you can turn the feature off.

1. In the Camera app, tap ⋮ > **Settings**.
2. Turn off the **Auto Suggest** switch.

Changing the camera settings

You can change your camera settings, such as turning on grid lines, setting where you want to save your pictures and videos to, and more.

Save media files to your built-in media storage

By default, your BlackBerry device is set to save your media files to a media card, if there is one present. You can change the settings to save your media files to the built-in media storage on your device.

1. In the Camera app, tap ⋮ > **Settings**.
2. Turn off the **Save on Media Card** switch.

Save your original picture along with the HDR version

When you take pictures in HDR mode, multiple pictures are combined together to capture the contrast between the light and dark areas of a scene.

1. In the Camera app, tap ⋮ > **Settings**.
2. Turn on the **Save Original** switch.

Turn off Video Stabilization

Video Stabilization is designed to reduce the effect of camera shake when you're recording videos on your BlackBerry device. By default, this feature is turned on.

1. In the Camera app, tap ⋮ > **Settings**.
2. Turn off the **Video Stabilization** switch.

Geotag your pictures

When you geotag the pictures you take with your BlackBerry device, you add your GPS location to your pictures. Adding this information allows your device to generate automatic stories that are organized by the location where you took the pictures.

Note: The GPS information used to generate automatic stories isn't shared with anyone else.

1. In the Camera app, tap ⋮ > **Settings**.
2. Turn on the **Geotag Pictures** switch.

Troubleshooting: Camera

If you are having trouble using the camera on your BlackBerry device, you can consult the troubleshooting topics included below.

I can't turn on the flash or use the video light

Try the following actions:

- There might not be enough battery power left to use the flash or video light. Charge your BlackBerry device and try again.
- The flash might still be charging. Wait a moment and then try again.
- Make sure you're using the rear-facing camera.
- Make sure you aren't using Time Shift, HDR, Panorama, or Burst modes. These modes don't use the flash.

I can't take a picture or record a video

Try the following:

- Delete old media files to free up storage space and try again.
- Make sure that neither the camera or the video camera is in use by another application. Close any applications that might be using the cameras, and try again.

I can't save pictures or videos to my media card

Try one of the following:

- Delete old media files to free up storage space and try again.
- Insert a different media card.
- In the File Manager app, browse to your media card. Make sure that the Camera folder exists and is available. If necessary, create a new folder called **Camera**.
- In the File Manager app, browse to your media card. Check if there are any other files called Camera. Delete or move any other files called **Camera** to a different folder.

I can't take a panoramic picture that isn't blurry

Try any of the following:

- If your panoramic pictures are turning out blurry, try slowing down when you pan your BlackBerry device from one side to the other. Stop moving your device when the boxes on the screen are aligned.
- Panoramic mode works best when used to take pictures of scenery with a lot of visual details in the background. Panoramic mode doesn't work well on monochromic scenes or backgrounds, like white walls.

Pictures

Pictures icons

Depending on your device model, some of these options might not be available to you. For example, if your device doesn't have a camera, the does not appear.

Icon	Description
	View all of your pictures organized by the date that you took the pictures or added the pictures to your BlackBerry device.
	View your picture albums.
	View the pictures that you added to the Favorites screen.
	Watch stories that your device automatically generates on the Date screen.
	View your pictures displayed in a slideshow.
	Start the Camera app and take pictures or record videos.
	View your pictures on a map, organized by the location where the pictures were taken.
	View the pictures that you took using the Camera app in your work space.

Zoom in or out on a picture

With a picture open on the screen, do one of the following:

- To zoom in, double-tap the area of the picture that you want to zoom in on.
- To zoom out, double-tap the picture.
- To zoom in or out manually, slide your fingers together or apart.

Pan a picture

1. Zoom in on a picture.
2. Drag your finger around the screen.

Editing pictures

Use the picture editor to turn a picture into a masterpiece! The picture editor offers many tools to enhance your pictures, as well as adding unique touches to make your pictures stand out from the rest. You can also use the picture editor to reduce red-eye, increase the contrast of your picture, make it look like a cartoon, and much more.

Tip: When you edit a picture, swipe to see more editing options.

Crop or rotate a picture

Using the picture editor, you can enhance the pictures that you take by rotating, cropping, flipping, or changing the size of the picture.

1. In the Pictures app, touch and hold the picture that you want to change.
2. Tap > .
3. Tap an editing option such as **Free Crop** or **Rotate Left**.
4. When you're done editing your picture, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap > .

Tip: If you select an editing option and don't like the results, you can quickly discard the changes when you tap the editing option a second time.

Enhance a picture

The picture editor can help you tweak the pictures you take and improve qualities like the brightness, saturation, sharpness, red-eye, and more.

1. In the Pictures app, touch and hold the picture that you want to change.
2. Tap > .
3. Tap an editing option such as **Auto Enhance** or **Sharpness**.
4. When you're done editing your picture, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap > .

Tip: If you select an editing option and don't like the results, you can quickly discard the changes when you tap the editing option a second time.

Add a filter to a picture

Use the filters in the picture editor to add a fun finishing touch to your pictures. You can add filters such as black and white, antique, sepia, cartoon, sketch, and more.

1. In the Pictures app, touch and hold the picture that you want to change.
2. Tap > .
3. Tap a filter.
4. When you're done editing your picture, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap > .

Tip: If you select a filter and don't like the results, you can quickly discard the changes when you tap the filter choice a second time.

Add a frame to a picture

Use the picture editor to add frames to your pictures. Options include adding a simple black frame, aging the picture, adding a film strip border, and more.

1. In the Pictures app, touch and hold the picture that you want to change.
2. Tap > .
3. Tap a frame.
4. When you're done editing your picture, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap > .

Tip: If you select a frame and don't like the results, you can quickly discard your changes when you tap the frame a second time.

About automatic stories

Your BlackBerry device combines the pictures and videos that you take into automatically generated stories. Pictures and videos are selected by the date taken and location, as well as whether they are favorite pictures and videos. Automatic stories are a fun and easy way to highlight your pictures and videos and show them off to friends and family.

Change the settings for automatic stories

You can change the settings to improve the automatic stories that your BlackBerry device generates. Turning on geotagging and adding your home address helps your device group pictures and videos together in a logical way. For example, when you turn on geotagging, your device can generate stories based on where pictures and videos were taken.

1. In the Pictures app, swipe down from the top of the screen. Tap .
2. Do any of the following:
   - To add geotags to your pictures, tap **Turn On Geotagging**. Turn on the **Geotag Pictures** switch.
   - To add your home address, in the Maps application, tap > **My Places**. Tap > **Add Home**. Enter your address. In the Pictures application, tap . Tap an address.
   - To set your home radius, in the **Home Radius** field, enter a distance.

Edit an automatic story

Using BlackBerry Story Maker, you can tweak the stories that are automatically generated by your BlackBerry device.

1. In the Pictures app, tap > .
2. Tap .
3. Tap .
4. Do one of the following:
   - To tweak the story, tap . When you're done making your changes, tap **Done**.
   - To change the media that is included in the story, tap . When you're done making your changes, tap **Done**.

Turn off automatic stories

By default, on your BlackBerry device, the automatic stories feature is turned on.

1. In the Pictures app, swipe down from the top of the screen. Tap .
2. Turn off the **Automatic Stories** switch.

Add a picture to BlackBerry Story Maker

From the Pictures app on your BlackBerry device, you can add a picture to an existing story or a new story in BlackBerry Story Maker.

1. In the Pictures app, touch and hold the picture that you want to use.

2. Tap .
3. Do one of the following:
   - Tap an existing story.
   - Tap **Create New Story**.
4. If necessary, edit the story.

Tip: You can add multiple pictures to a story at the same time by tapping > . Tap the pictures that you want to use. Tap .

Hide a photo in the Pictures app

You can hide pictures that you want to save, but that you don't want other people to see.

1. In the Pictures app, tap the picture that you want to hide.
2. Tap > .
   The picture is marked to be hidden, but is still visible.
3. In the Pictures app, swipe down from the top of the screen.
4. Tap .
5. To show the picture again, in the Pictures app, swipe down from the top of the screen.
6. Tap .
   The picture is visible again, but is still marked as an item to hide from view.

Note: To stop marking a picture as hidden, tap the picture. Tap > .

View your pictures on a map

On the Map screen in the Pictures app, you can view the locations of the pictures you take. This feature makes it easy to view all of the pictures that you took in a specific location without having to sort through picture folders.

Note: When you are viewing your pictures on a map, the icon represents all of the pictures taken in a location. If the map is zoomed out, the icon represents a wide area. For example, if the map is zoomed out to the whole world, the one icon represents all of the pictures taken in Canada.

1. In the Pictures app, tap > .
2. Find the location on the map that you want to view pictures for. On the map, do any of the following:
   - To pan the map, drag your finger on the screen in any direction.
   - To zoom in on the map, double-tap the area of the map that you want to zoom in on.
   - To zoom out on the map, double-tap the map.
3. To view pictures, do one of the following:

- To view all of the pictures taken in a specific location, on the map, tap .
- To view all of the pictures taken in the visible area of the map on the screen, tap .
- To search for a location to move the map view to, tap > . Enter an address or descriptive word, such as "coffee" or "hospital." Tap a search result.

Share a picture

You can use the Pictures app on your BlackBerry device to capture your special moments and share them with friends and family. You can also share your pictures with contacts, meeting participants, Twitter followers, and others.

1. In the Pictures app, touch and hold the picture that you want to share.
2. Tap .
3. To edit the picture before you share it, tap .
4. Edit the picture and tap **Save**.
5. Select the method that you want to use to share the picture.

Tip: You can share multiple pictures at the same time by tapping > . Tap the pictures that you want to share. Tap .

Take a screen shot of your device

1. To take a screen capture of your BlackBerry device, press the **Volume Up** key and the **Volume Down** key at the same time.
2. To view your screen shot, do one of the following:
   - In the Pictures app, tap > .
   - If you have BlackBerry Balance on your device, switch to your work space. In the Pictures app, tap > .

Organizing your pictures and albums

In the Pictures app on your BlackBerry device, you can create albums to organize your pictures.

Create a picture album

You can use albums to organize your pictures based on events, people, dates, or any other category that you can think of.

1. In the Pictures app, touch and hold a picture.
2. Tap .

3. Tap .
4. In the **Location** drop-down list, tap the location that you want to save the album to, such as a media card.
5. If necessary, in the **Enter album name** field, enter a name for the album.
6. Tap **Move**.

Set how pictures are organized in albums

1. In the Pictures app, swipe down from the top of the screen. Tap .
2. In the **Sort items in Albums** drop-down list, tap **Oldest To Newest** or **Newest To Oldest**.

Move a picture to a different album

1. In the Pictures app, touch and hold the picture that you want to move.
2. Tap .
3. Do one of the following:
   - Tap the album that you want to move the picture into.
   - To create an album, tap . Select the location that you want to save the album to. Enter a name for the album.
4. Tap **Move**.

Rename a picture

1. In the Pictures app, touch and hold a picture.
2. Tap .
3. In the **Name** field, enter a new name for the picture.

Rename or delete an album

1. On the home screen of your BlackBerry device, tap .
2. Touch and hold a folder.
3. Do one of the following:
   - To rename the folder, tap .
   - To delete the folder, tap .

Add a picture to the Favorites screen

Add pictures to the Favorites screen so that you can quickly access them. Pictures added to the Favorites screen are also used in the automatic stories that your BlackBerry device generates.

1. In the Pictures app, touch and hold a picture.
2. Tap .

Tip: You can add multiple pictures to the Favorites screen at the same time by tapping > . Tap the pictures that you want to add. Tap .

To delete a picture from the Favorites screen, in the Pictures app, tap > . Touch and hold a picture. Tap .

Supported picture file extensions

Your BlackBerry device is designed to support the following picture file formats.

- BMP
- JPG
- GIF
- PNG
- TIF
- WBMP

For information about media file extensions and codecs for your device, visit Supported media.

Music

Music icons

The FM Radio might not be available depending on your BlackBerry device model.

Icon	Description
	View all of your music organized alphabetically and by artists, albums, and genres.
	View all of your music, organized alphabetically.

Icon	Description
	View all of your playlists, including playlists generated by your BlackBerry device. These automatic playlists include the music you last played, recently added music, and music organized by year and decade.
	View all of the songs that you have added to the Favorites screen.
	Play a song or play all of your music.
	Shuffle your music. To stop shuffling your music, tap the Shuffle icon again.
	Repeat the song currently playing or repeat all. To stop repeating, tap the Repeat icon again.
	Listen to the FM Radio.

Playing your music

Play, pause, or skip a song

You can play music on any of the screens in the Music app on your BlackBerry device. The music currently playing appears at the top of the screens and you can tap the banner to access the music player controls.

1. In the Music app, tap a song, an album, or a playlist.
2. To view the music player controls, tap anywhere on the screen.
    - To play a song, tap .
    - To pause a song, tap .
    - To skip to the previous song, tap .
    - To skip to the next song, tap .

Change the volume of your music

1. In the Music app, tap a song, an album, or a playlist.
2. If the music player controls aren't visible on the screen, tap the screen.
3. When the music player controls are visible, tap the screen.
4. Slide your finger on the volume slider to turn up or turn down the music volume.

Tip: You can also change the volume quickly when you press the Volume Up or Volume Down keys on the side of your BlackBerry device.

View details about your music

1. In the Music app, tap a song, an album, or a playlist.
2. If the music player controls aren't visible on the screen, tap the screen.
3. To see your music list, tap the screen.
4. To view the album details for any of the songs listed, touch and hold a song. Tap .

Creating playlists and organizing your music

In the Music app, on the Playlists screen, you can create and listen to your own playlists, or play the collections of songs that your BlackBerry device gathers for you. In each playlist and collection, you can see which artists and albums are featured.

Create a playlist

1. In the Music app, tap > .
2. Tap **Create a Playlist**.
3. Do any of the following:
   - To add songs individually to your playlist, beside the songs that you want to add, tap .
   - To add all of the songs by an artist, tap **Artists**. Beside the artist that you want to add, tap .
   - To add albums to your playlist, tap **Albums**. Beside the albums that you want to add, tap .
4. Tap **Done**.
5. To name your playlist, tap in the text field at the top of the screen and enter a name.
6. Tap .

Add the music that's currently playing to a playlist

When a song or an album is playing, do one of the following:

- To add the song to a playlist, tap the screen. Tap > .
- To add the album to a playlist, tap > . Tap > .

Edit or rename a playlist

1. In the Music app, tap > .

2. Tap a playlist.
3. Tap > .
4. Do any of the following:
   - To change the name of the playlist, in the text field at the top of the screen, type a new name.
   - To add music to the playlist, tap . Beside the song, artist, or album that you want to add, tap .
   - To delete a song from the playlist, beside the song that you want to delete, tap .
   - To change the song order in the playlist, drag the song to where you want it to go in the playlist.
5. Tap .

Add a song to the Favorites screen

1. In the Music app, touch and hold a song.
2. Tap .
3. To view the songs that you added to the **Favorites** screen, in the Music app, tap > .

To remove a song from the **Favorites** screen, touch and hold a song. Tap .

Set a song as your ring tone

1. In the Music app, touch and hold a song.
2. Tap .

Turn on the equalizer in the Music app

The equalizer feature in the Music app on your BlackBerry device is designed to improve the sound quality of the music you're listening to. Options include bass, treble, airplane, jazz, rock, spoken word, and more.

Note: When the equalizer is turned on, the sound settings apply to all of the music that you listen to, not just the song that was playing when you turned it on.

1. In the Music app, while a song is playing, tap >
2. Tap an option.
3. Tap **Done**.

To turn off the equalizer, when a song is playing, tap the screen. Tap > . Tap **Off**.

Set the audio in the Music app

You can set whether your music plays on the speaker, headset, or handset on your BlackBerry device.

1. In the Music app, tap a song.
2. Tap ⋮ > 🎧.
3. Tap an audio option.

View song properties

In the Music app, you can view the properties for a song, including the file type, size, location, and more.

In the Music app, when a song is playing, tap ⋮ > ☰.

Turn on Music Shortcuts

To control your music faster and easier, you can set the volume keys on your BlackBerry device to skip songs in the Music app.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Main Volume**.
3. Turn on the **Music Shortcuts** switch.

In the Music app, to skip a song, press and hold the **Volume Up** key. To return to a previous song, press and hold the **Volume Down** key.

Play your last music selection

If you set up a great music list and then you close the Music app or start listening to a new album, you can still listen to the music list even if you didn't save it.

1. In the Music app, tap ☰ > ▶☰.
2. Under **Collections**, tap **Last Played**.

To save the music list as a playlist, tap ⋮ > ✔.

Troubleshooting: Music

I can't open a media file

Make sure that the file is in a format that your BlackBerry device supports.

Videos

Videos icons

Depending on your device model, some of these options might not be available to you. For example, if your device doesn't have a camera, the does not appear.

Icon	Description
	View all of your videos organized by the date that they were recorded.
	View your videos organized into albums.
★	View all of the videos that you added to the Favorites screen.
●	This icon appears in the corner of the thumbnails of the videos that you haven't watched yet.
	Change the video size while a video is playing.
	Start the camera and record videos or take pictures.

Play or pause a video

1. In the Videos app, tap a video.
2. To show the video controls, tap the screen.
3. Tap ▶ or ❚❚ .

Editing videos

Using the video editor on your BlackBerry device, you can edit and improve the videos that you record. For example, you can crop and change the length of your video, as well as enhance the brightness, color, volume, and more.

Tip: When you edit a video, swipe to see more editing options.

Rotate a video

1. In the Videos app, touch and hold the video that you want to rotate.
2. Tap > .
3. Tap an editing option.
4. When you're done rotating your video, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap > .

Change the length of a video

1. In the Videos app, touch and hold the video that you want to change.
2. Tap > .
3. Touch and hold the slider handles and drag your finger until your video is the length that you want. The section of video that plays for the length of time between the slider handles is the length of the revised video.
4. When you're done changing the length of the video, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap > .

Enhance a video

You can use the video editor on your BlackBerry device to improve the quality of your videos by changing the brightness, contrast, saturation, and more.

1. In the Videos app, touch and hold the video that you want to change.
2. Tap > .
3. Tap an editing option.
4. If necessary, move the slider to achieve the effect that you want.
5. When you're done editing your video, do one of the following:
   - To save your changes, tap **Save**.

- To discard your changes, tap > .

Tip: If you select an option and don't like the results, you can quickly discard your changes when you tap the editing option a second time.

Add slow motion to a video

1. In the Videos app, touch and hold the video that you want to change.
2. Tap > .
3. Tap .
4. Touch and hold the slider handles and drag your finger until the section of the video that you want to slow down is in between the slider handles.
5. When you're done editing the video, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap > .

Add filters to a video

You can use the video editor on your BlackBerry device to add filters to your video. Some options include black and white, vintage, and aged filters.

1. In the Videos app, touch and hold the video that you want to change.
2. Tap > .
3. Tap a filter.
4. When you're done editing your video, do one of the following:
   - To save your changes, tap **Save**.
   - To discard your changes, tap > .

Tip: If you select an option and don't like the results, you can quickly discard your changes when you tap the editing option a second time.

Add a video to BlackBerry Story Maker

From the Videos app on your BlackBerry device, you can add a video to an existing story or a new story in BlackBerry Story Maker.

1. In the Videos app, touch and hold the video that you want to use.
2. Tap .
3. Do one of the following:

- Tap an existing story.
- Tap **Create New Story**.

4. If necessary, edit the story.

Tip: You can add multiple videos to a story at the same time by tapping > . Tap the videos that you want to use. Tap .

Organizing your videos and albums

In the Videos app on your BlackBerry device, you can create albums to organize your videos.

Create a video album

You can use albums to organize your videos based on events, people, dates, or any other category that you can think of.

1. In the Videos app, touch and hold a video.
2. Tap .
3. Tap .
4. If necessary, in the **Location** drop-down list, tap the location that you want to save the album to.
5. In the **Enter album name** field, type a name for the album.
6. Tap **Move**.

Move a video to a different album

1. In the Videos app, touch and hold the video that you want to move.
2. Tap .
3. Do one of the following:
   - Tap the album that you want to move the video into.
   - To create an album, tap . Select the location that you want to save the album to. Enter a name for the album.
4. Tap **Move**.

Rename a video

1. In the Videos app, touch and hold a video.
2. Tap .
3. In the **Name** field, type a new name for the video.

Add a video to the Favorites screen

You can add videos to the Favorites screen so that you can quickly access them. Videos added to the Favorites screen are also used in the automatic stories generated by your BlackBerry device.

1. In the Videos app, touch and hold a video.
2. Tap .

To delete a video from the Favorites screen, in the Videos app, tap > . Touch and hold a video. Tap .

Repeat videos

If you want your videos to play in a continuous loop, you can turn on the repeat function in the Videos app. When this feature is turned on, all of the videos play in a continuous loop, not just the video that was playing when you turned on the repeat feature.

1. When a video is playing, tap the screen.
2. Tap > .

To turn off the repeat feature, when a video is playing, tap the screen. Tap > .

Turn on the equalizer in videos

You can use the equalizer feature in the Videos app to improve the sound quality of your videos based on preset conditions. Options include bass, treble, airplane, and more. When the equalizer is turned on, the sound settings apply to all of the videos that you watch, not just the video that was playing when you turned on the equalizer.

1. When a video is playing, tap the screen.
2. Tap > .
3. Tap an option.
4. Tap **Done**.

To turn off the equalizer, when a video is playing, tap the screen. Tap > . Tap **Off**.

BlackBerry Story Maker

About BlackBerry Story Maker

You can use BlackBerry Story Maker to make stories using pictures and videos that are saved on your BlackBerry device. You can customize your stories by adding music, filters, and more. BlackBerry Story Maker provides a fun and unique way to present your pictures and videos in a format that's similar to a movie.

Create a story using BlackBerry Story Maker

1. In BlackBerry Story Maker, tap **Create New Story**.
2. Tap the pictures and videos that you want to include in your story. Tap **Next**.
3. Select the song for your story's soundtrack. Tap **Next**.
4. Enter the titles and credits that you want to appear in your story. Tap **Done**.
5. During the preview, do any of the following:
   - Tap a theme.
   - If you chose an album to select pictures and videos from, you can tap < to go back and add pictures and videos from another album.

Editing stories in BlackBerry Story Maker

You can edit your stories using options such as themes, reordering media, changing titles, and more. There is no limit to the number of times that you can change a story.

Add to or delete media from an existing story

1. In BlackBerry Story Maker, tap a story.
2. While the story is playing, tap the screen.
3. Tap .

   Tip: To sort your media to make it easier to search, tap , , or .
4. To delete a picture or video from the story, tap the thumbnail of an item.
5. To add a picture or video to the story, tap the thumbnail of an item.
6. Tap **Done**.

Tip: Check marks and a blue tint appear on the thumbnails of the media currently included in the story.

Change the order in which media appears in a story

1. In BlackBerry Story Maker, tap a story.
2. While the story is playing, tap the screen.
3. Tap .
4. Touch and hold the thumbnail of the picture or video that you want to move and drag it to where you want it to go.
5. Tap **Done**.

Edit the media used in a story

You can change the way individual pictures and videos appear in stories in BlackBerry Story Maker.

1. In BlackBerry Story Maker, tap a story.
2. While the story is playing, tap the screen.
3. Tap .
4. Tap the picture or video that you want to edit.
5. Tap an editing option.
6. Make your changes. Tap **Save**.
7. Tap **Done**.

Change the music or titles in a story

1. In BlackBerry Story Maker, tap a story.
2. While the story is playing, tap the screen.
3. Do one of the following:
   - To change the music, tap > .
   - To change the titles, tap > .
4. When you're done making your changes, tap **Done**.

Change the theme in a story

1. In BlackBerry Story Maker, tap a story.
2. While the story is playing, tap the screen.
3. Tap a theme.

Tip: To see more themes that might be available off-screen, try swiping left or right on the visible themes.

Delete a story in BlackBerry Story Maker

1. In BlackBerry Story Maker, touch and hold a story.
2. Tap .

Save a story in BlackBerry Story Maker

When you save the stories that you create in BlackBerry Story Maker, you can send, share, or move the stories. If you don't save your story, it can only be played in BlackBerry Story Maker.

1. In BlackBerry Story Maker, tap an existing story or create a new one.
2. While the story is playing, tap the screen.
3. Tap > .

Note: Depending on the length of your story, it may take a few moments to save. While your story is saving, you can close BlackBerry Story Maker without interrupting the saving process.

Change your BlackBerry Story Maker settings

1. In BlackBerry Story Maker, swipe down from the top of the screen.
2. Tap .
   - To change the resolution that stories are saved in, turn on or turn off the **Save in 1080p Resolution** switch.
   - To change the location where stories are saved to, turn on or turn off the **Save to Media Card** switch.

Change your story settings

1. In BlackBerry Story Maker, tap a story.
2. While the story is playing, tap the screen.
3. Tap > .
4. Do any of the following:
   - To remove titles and credits from your stories, turn off the **Titles and Credits** switch.
   - To remove collages from your stories, turn off the **Arrange Pictures in Collages** switch.
   - To arrange pictures and videos in chronological order, turn off the **Automatically Reorder Media** switch.
   - To keep videos the length that you recorded them, turn off the **Automatically Trim Videos** switch.
   - To automatically adjust the length of stories to match the music you choose, turn on the **Adjust Length of Story to Music** switch.

Note: If a switch is unavailable, it means that the theme currently used in your story doesn't support that setting or that the story doesn't contain any media affected by that setting. For example, if your story contains only videos, the **Arrange Pictures in Collages** switch is unavailable.

Media sharing

About sharing media

You can wirelessly share the media files on your BlackBerry device with DLNA Certified supported devices, such as computers, TVs, or other home entertainment equipment. You can share your media files wirelessly using one of the following methods:

- **Play on**: In the Music, Pictures, and Video apps, use the Play on feature to automatically play or view a file on a selected DLNA Certified device.
- **Media Sharing**: In the Media Sharing settings, if you selected a DLNA Certified device to share media files with, the device that you selected will be able to wirelessly access your media files.

Tip: For more information about DLNA Certified devices, visit www.dlna.org.

Play or view your media file on a DLNA Certified device

Your DLNA Certified device must be a Digital Media Renderer.

You can wirelessly play or view media files saved on your BlackBerry device on supported DLNA Certified devices, such as computers, TVs, or other home entertainment equipment.

Pictures and videos can also be viewed on supported HDMI displays.

Tip: To find out if the device that you're trying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, visit www.dlna.org.

1. Open a media file.
2. Tap ⋮.
3. Tap .
4. Tap a device to play or view the media file on.

To play or view other media files while still connected to the DLNA Certified device, tap ‹ and tap a media file.

To stop playing or viewing the media file on the DLNA Certified device, tap ⏏.

Share your media files with DLNA Certified devices

- Your DLNA Certified device must be a digital media player (DMP).
- Your BlackBerry device must be connected to the same Wi-Fi network as the device that you want to share the media files with.

You can use the Media Sharing options in your device settings to allow DLNA Certified devices to wirelessly access your media files.

To find out if the device that you're trying to play or view a media file on is DLNA Certified, or for more information about DLNA Certified devices, visit www.dlna.org.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Media Sharing**.
3. Do any of the following:
   - To share your media files, turn on the switches beside the types of files you want to share.
   - To grant access to devices so that they can access your media files, tap **Devices**. Select the checkbox beside each device that you want to grant access to.

Settings

Customize your device settings

Your BlackBerry device is designed to provide you with extensive customization and control. You can take it out of the box and get started, but you can also tailor and optimize your device for your needs. Get acquainted with the options and discover more about what your device can do.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings**.
3. Tap the item that you want to customize.

Tip: To customize the order of items in the Settings list, swipe down from the top of the screen. Tap **Settings**. In the Settings list, swipe down from the top of the screen. Tap . Touch and hold beside the item you want to move. Drag the item to a different location and release your finger. When you are finished, swipe down from the top of the screen and tap **Done**.

Customize your Quick Settings

The settings menu that you access by swiping down from the top of the screen is designed to show the settings you use most often. You can choose which settings appear, as well as their positions, so that you can quickly get to the settings that are most important to you. Quickly put your BlackBerry device into airplane mode or bedside mode, turn off your alarm, or turn on the flashlight!

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Quick Settings**.
3. Do any of the following:
   - To add or remove items from your quick settings, select or clear the checkboxes.
   - To change the positions of items in your quick settings, tap . Touch and hold beside the item you want to move. Drag the item to a different location and release your finger. Tap **Save**.

   If you have many quick settings items, you can swipe right or left to see them all.

Tip: You can access your Quick Settings within any app when you swipe down from the top of the screen with two fingers.

Show the menus

Overview of device settings

Item	Description
Airplane Mode	• Turn off all wireless connections.
Networks and Connections	• Set your USB connections, including USB Mass Storage Mode, Charge Only Mode, and a manual IP address. • Access airplane mode to turn off all your connections. • Set up connections to the mobile network, Wi-Fi network, Bluetooth enabled devices, NFC (if supported), mobile hotspot, and Internet tethering.
Notifications	• Turn on vibrate mode. • Turn off Instant Previews and LED notifications. • Customize audio and visual notifications for specific apps.
Main Volume	• Adjust the overall volume on your device. • Assign shortcuts for the volume keys. • Turn on audio boost for use with your headphones.
Accounts	• Add or change social networking and email accounts. • Access advanced setup options such as IMAP and POP.
BlackBerry Hub	• Manage email settings and messages. • Manage text messaging settings. • View recent or blocked contacts.
Quick Settings	• Access settings you use frequently. • Access these settings at any time when you swipe down from the top of the screen with two fingers.
Shortcuts and Speed Dial	• Assign an action or a speed dial number to a specific key.
Data Management	• Receive a notification when you approach your monthly data limit. • See your data usage stats. • Adjust or access mobile data settings.

Item	Description
Display	• Select a wallpaper. • Change your font. • Adjust the screen brightness. • Customize screen locking.
Battery Saving Mode	• Turn on or turn off the option to enter Battery Saving Mode automatically. • Customize settings for extending battery life when Battery Saving Mode is turned on.
Language and Input	• Turn on or turn off text prediction, word substitution, and spell check. • Change the language, region, and measurement system. • Mute BlackBerry Keyboard sounds.
BlackBerry Assistant	• Set options for device search, voice feedback, and voice interactions.
BlackBerry Balance (if available)	• Create or change a work space password. • Delete only your work space and data from your device and leave your personal data intact.
Device Connections	• Turn on connections to BlackBerry Blend and BlackBerry Link. • Set up remote access to a computer for sharing documents and synchronizing media.
BlackBerry ID	• View your current BlackBerry ID information. • Sign in to your BlackBerry ID. • Change your BlackBerry ID password.
BlackBerry Protect (if available)	• Turn on BlackBerry Protect to help secure and locate your device if it's lost or stolen.
Security and Privacy	• Set up your device to use a smart card. • Create a device password. • Encrypt your device data. • Delete your device data. • Change permissions for downloaded apps. • Create a SIM card PIN.

Item	Description
App Manager	• Change the default app used to open a specific file type. • Monitor apps that are using your device's memory.
Media Sharing (if available)	• Connect to a device to wirelessly share media content.
Date and Time	• Change the time zone, time, and date.
Software Updates	• View the current software version running on your device. • Check for software updates.
Storage and Access	• View available storage space on your device and media card. • Set up access to the files stored on your device, including USB connections, Wi-Fi file sharing, and password protection for sharing files. • Format your media card and delete data from your media card.
Location Services	• Choose whether apps can use your location information. • Clear recent searches that you entered in the Maps application.
Advanced Interaction	• Turn on or turn off specific gestures that allow you to perform simple tasks more quickly.
Payment Options	• Add payment accounts. • Set preferred payment methods.
Accessibility	• Use BlackBerry Screen Reader. • Turn on Magnify Mode and Reverse Contrast. • Change settings for closed captioning, screen brightness, font size, hearing aid compatibility, and TTY.
About	• Find general information about your device, such as hardware information, network details, and storage space capacity. • Identify your device PIN, software version, and model. • View your phone number and the name of your service provider.

Item	Description
	• View or change the name for your device that appears if another device detects it over a Bluetooth connection or wireless connection.

Update your device software

Software updates might not be available to you depending on your region and service provider.

You should regularly create and save a device backup file on your computer, especially before you update any device software. Maintaining a current backup file on your computer might allow you to recover device data if your BlackBerry device is lost, stolen, or corrupted.

Note: If you have pictures, videos, and other data saved to your device storage space, save it to your media card or create a device backup file on your computer to make sure that you don't lose the data.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Software Updates**.
3. Tap **Check for Updates**.

You can also update your device software using BlackBerry Link. For more information, see the Help documentation for BlackBerry Link.

Turn on automatic updates for your device software

When a software update for your BlackBerry device is available and your device is connected to a Wi-Fi network, software updates are automatically downloaded and installed on your device. When this feature is turned on, you aren't notified when an update starts installing, but you may be asked to restart your device to complete the installation.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Software Updates**.
3. Tap .
4. Turn on the **Automatically Download and Install Software Updates** switch.

Restore your device to its factory default settings using BlackBerry Link

If you restore your BlackBerry 10 device to its default settings, BlackBerry Link deletes all of the data and third-party applications from your device. Any IT policies that are applied to your device are also deleted. After you restore your device to its default settings, you can run the setup application on your device to set up the device again.

Before you begin, you should back up your data so that you have a copy of the data on your computer.

CAUTION: You can't stop the process of restoring your device to its default settings after it starts. If you reset your device, the process continues after the device restarts.

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer using a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. Do one of the following:
   - On a Windows computer, click **Back Up & Restore**. Click **Factory Reset**.
   - On a Mac computer, click **BlackBerry Link** > **Preferences**. Click **Reload** > **Reload**.

Battery and power

Turn off your device

Press and hold the **Power/Lock** key on the top of your BlackBerry device.

Put your device in standby mode

When you put your BlackBerry device in standby mode, the device screen backlight turns off and the screen locks. Wireless connections and clock alarms aren't affected.

Press the **Power/Lock** key on the top of your device.

To wake up your device, swipe up from the bottom of the device screen.

Restart or reset your device

If your BlackBerry device is running slower than usual or not responding, turning off and turning back on your device might help to solve the problem.

Do one of the following:

- To restart your device, press and hold the **Power/Lock** key on the top of your device. Tap .
- To reset your device, press and hold the **Power/Lock** key for ten seconds.

Charge your device

Before you start using your BlackBerry device, you should charge it because the battery that came with your device isn't fully charged.

Charge your device using the charger provided by BlackBerry in the box that your device came in. You can also charge your device using a USB cable connected to a computer, but charging might take longer.

CAUTION: Other chargers might not provide adequate power and might damage your device.

Hold the cable with the BlackBerry logo ( ) facing the front of the device, and connect the cable into the USB port on your device. Plug the charger into a power outlet.

Keeping your battery charged

Your BlackBerry device uses a lithium-ion battery. To maximize your use of this type of battery, when possible, do the following:

- Avoid using your device while it's charging to help it charge faster.
- Charge your device often, even when the battery charge isn't low.
- Avoid charging, using, or storing your device in extremely hot or cold places, such as on a vehicle dashboard.
- Avoid leaving your device turned off with a low battery power level for an extended period of time.
- If your device has a removable battery and you aren't using your device for more than a few days, partially charge the battery. You can then remove the battery and store it in a dry place at room temperature to conserve battery power.

Battery and charging icons

The battery power level icons appear at the top of the home screen on your BlackBerry device.

Icon	Description
	The battery is charging.
	The battery is fully charged.
	The battery isn't charging because the power source isn't providing enough power. Use the charger that came with your BlackBerry device to charge the battery.
	The battery charge is low, and your wireless connections might turn off to conserve power. If the battery charge gets too low, your device might turn off. Save any work in progress and charge your device.
	There is a problem with the battery, and the battery might need to be replaced. Only use a battery that is approved by BlackBerry for your device model.
	The battery isn't inserted.

Check your battery power level

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Device Monitor**.

Tip: To quickly check the percentage of battery power remaining, from the bottom of the screen, slide your finger up to the middle of the screen. The battery percentage appears in the upper-left corner of the screen.

Monitor the battery life, memory usage, CPU usage, and storage space on your device

You can check how much battery time and power you have remaining, how much device memory is being used, and how much storage space is available. You can also monitor which apps and services are using the most battery power, device memory, storage space, or CPU resources, and you can close or delete some apps to help save battery power or improve the device performance.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Device Monitor**.
3. To monitor different types of device statistics, tap .
4. Tap a type of statistics.

Tip: On the Battery and CPU screens, you can view device and usage statistics from different time frames. To change the time frame for the statistics on the Battery or CPU screens, at the top of the screen, tap . Tap a time frame.

View battery and usage stats for a specific app or service

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Device Monitor**.
3. Tap an app or service.

Close or delete apps from the Device Monitor screen

If you notice that an open app is using a lot of battery power, device memory, or CPU resources, you can close it and end all processes associated with the app. You can also delete some apps permanently from the Device Monitor screen. Some apps must be installed and open at all times, so they can't be closed or deleted.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Device Monitor**.
3. Tap an app.
4. Do one of the following:
   - To close the app, tap .
   - To permanently delete the app, tap .

LED and battery notifications

A solid red LED can indicate that your BlackBerry device is turning on or restarting.

A flashing yellow LED can indicate that the battery power level is low and your device is charging.

A solid green LED can indicate that your device is plugged into a charger and that charging is complete.

Using Battery Saving Mode

If your battery power level is draining, you can set up Battery Saving Mode to turn on automatically and help make your battery last longer when you need it most! When Battery Saving Mode is turned on, your device automatically adjusts various settings to help save battery power. If you need to save more battery power, you can also adjust additional settings. For example, you can choose to turn off data services or location services to save more battery power.

By default, Battery Saving Mode turns on automatically when your battery power level is 20% or lower. You can also turn on Battery Saving Mode manually at any time.

Change your Battery Saving Mode settings

You can change when Battery Saving Mode turns on automatically, and choose some of the settings that are adjusted when Battery Saving Mode turns on.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Battery Saving Mode**.
3. Do any of the following:

- To set the power level that your battery must reach before Battery Saving Mode turns on automatically, drag the slider at the top of the screen left or right.
- To change which settings are adjusted when Battery Saving Mode turns on, select or clear any of the checkboxes.
- To stop Battery Saving Mode from turning on automatically, turn off the **Turn on Battery Saving Mode Automatically** switch.

Turn off Battery Saving Mode

After Battery Saving Mode turns on automatically, Battery Saving Mode is automatically turned off when you start charging your device. You can also turn off Battery Saving Mode manually.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Battery Saving Mode**.
3. Turn off the **Battery Saving Mode** switch.

How can I extend battery life?

Battery life varies depending on how you use your BlackBerry device. To help battery power last longer, here are some considerations:

Dim the screen

Prolong battery life by changing your device settings to dim the screen.

Do any of the following:

- To adjust the screen brightness, choose a dark-colored wallpaper, or change the screen lock timeout, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Display**.
- To automatically lock your device and dim the screen when it's in a BlackBerry case or holster, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password** > **Lock Device When Holstered**.

Decrease volume

Do any of the following:

- To decrease the device volume, use the volume keys on the right side of your device.
- To adjust other volume settings such as application volume or notifications, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Main Volume** or **Notifications**.

Close apps

Increase how long a single charge lasts by closing any apps or features that you finished using so that they aren't continuously running in the background. Some features consume more battery power than others. Close or turn off these apps and features when you don't use them: The camera (if your device is equipped with a camera), the BlackBerry Browser, GPS, and Bluetooth technology.

Turn off connections

If your device is out of a wireless coverage area, you can turn off the connection so that your device doesn't search for a network signal continuously. You can also help extend battery life by deleting saved Wi-Fi networks that you no longer use.

Do any of the following:

- To turn off a connection, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Networks and Connections**.
- To delete a saved Wi-Fi network, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Networks and Connections** > **Wi-Fi** > . Tap and hold the network that you want to delete. Tap .

Update your software

You can often gain a boost in power savings by using the latest version of the BlackBerry 10 OS. If a software update is available for your device, a notification appears in the BlackBerry Hub.

Use a media card

Reduce power usage by keeping less data on your device. Save data to a media card instead of your device storage space.

Turn off the flash

If your device is equipped with a camera, conserve more power by turning off the flash when taking pictures.

Tip: Like most electronic devices, your device battery drains less quickly if you keep it out of the sun and other hot places, keep the battery contacts clean, and charge it regularly. Avoid leaving your device turned off with a low battery power level for an extended time.

Where can I get a new or spare battery?

For the times when charging your BlackBerry device isn't convenient, you might want to keep an extra battery charged and ready. To purchase replacement or spare batteries for your device, visit http://shop.blackberry.com.

You can also find various charging solutions for car, home, office, and travel.

Device and battery safety

You should only use the battery that BlackBerry specifies for use with your particular BlackBerry device model. If you use any other battery, you might invalidate any warranty provided with your device.

CAUTION: There is a risk of explosion if the battery is replaced with an incorrect battery type.

Device and battery disposal

Please recycle your BlackBerry device and battery in accordance with your local regulations. Do not dispose of either your device or battery in a fire. Your device or battery should not be placed in household waste bins.

For information about returning your device to BlackBerry for recycling and safe disposal, from a browser on your computer visit www.blackberry.com/recycling. The recycling and trade-up program is available only in certain areas.

BlackBerry and environmental sustainability

BlackBerry is committed to reducing the environmental impact of BlackBerry products. To learn more about the sustainability efforts at BlackBerry, visit http://ca.blackberry.com/company/about-us/corporate-responsibility/product-sustainability.html.

View the safety, warranty, and privacy information for your device

To view the *Privacy Policy*, your BlackBerry device must be connected to the Internet.

Take a moment to review the license agreement, limited warranty, safety information, and privacy policy for your device. These documents are available from your device settings screen. They contain important information about terms and conditions of use, battery and other important safety precautions, and warranty coverage.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **About**.
3. In the **Category** drop-down list, tap **Legal**.
4. Tap a link.

Connections

Connect your BlackBerry device to a mobile network or Wi-Fi network to browse websites, check your messages, use location services, and much more. You can also connect your device to a mobile hotspot in a public place, pair your device with your car using Bluetooth technology, or use Internet tethering to connect to other Wi-Fi-enabled devices. NFC lets you share files easily between devices.

Check which wireless networks your device connects to

Your BlackBerry device won't necessarily connect to every type of network that's listed on your device. Your device is capable of connecting to all the networks listed, but actually connecting to each type of network also depends on your wireless service plan. For more information about the wireless networks that your device connects to, see the *Safety and Product Information* document for your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **About**.
3. In the **Category** drop-down list at the top of the screen, tap **Network**.

Monitor your wireless data usage

You can check how much data you have used over your mobile network or your Wi-Fi network. You can also monitor which apps and services are using the most data, and you can close some apps to help reduce your data usage or improve the device performance. Depending on your wireless service provider, this feature might not be available.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Device Monitor**.
3. Tap .
4. Tap **Mobile Data** or **Wi-Fi**.
5. Tap an app or service.

Give your device a nickname

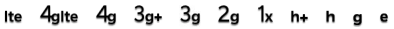
You can change the name of your BlackBerry device as it appears to other devices. This nickname is helpful when you share media files wirelessly or connect using Bluetooth technology.

1. On the home screen, swipe down from the top of the screen.

2. Tap **Settings** > **About**.
3. In the **Device Name** field, enter the new name for your device.

Wireless connections icons

The following icons might appear in the upper-right corner of the home screen to indicate the wireless coverage level that your BlackBerry device currently has.

	The number of solid bars indicates the strength of the mobile network signal. If the signal is weak, your device might use more power to try to maintain the connection.
	Your device is connected to the network type shown and can access all of the features of your mobile network plan.
	Your device is connected to the network type shown but the network functionality is limited. You're likely able to make a phone call, but not able to access the Internet or view email messages.
	You have no mobile network coverage.
	Your device is roaming. Extra charges might apply.
	You are connected to the BlackBerry Infrastructure.
	The number of solid waves indicates the strength of the Wi-Fi signal. If the signal is weak, your device might use more power to try to maintain the connection.
	Your device is connected to a VPN.
	Your device is in airplane mode and all of your wireless network connections are off. You can turn on Wi-Fi or Bluetooth technology, but not your connection to the mobile network.
	There is an error with your SIM card. For information on what the error is, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Networks and Connections** > **Mobile Network**.
	You can only make emergency calls.

The following icons appear in the upper-left corner of the home screen if your device is connected or trying to connect to another device using Mobile Hotspot mode, Internet tethering, Bluetooth technology, or NFC.

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

	Mobile Hotspot mode is on. If the icon is solid, Mobile Hotspot is connected.
	Internet tethering is on. If the icon is solid, your device is connected to another device.
	Bluetooth technology is on. If the icon is solid, Bluetooth technology is connected.
	NFC is on.

Choosing a connection

Your BlackBerry device is capable of a wide range of connections, to increase what you can do with your device and how it interacts with other devices. Take a look at the list of connections to learn about the different types of connections, some tips for when to use each connection, and maybe learn a few things you didn't know you could do.

Network connections

Mobile network

A mobile network connection allows your BlackBerry device to make calls and, if you have a data plan, use data services such as Internet browsing. In some locations, such as in a hospital or on an airplane, you need to turn off your mobile network connection, but usually you can just leave your mobile network connection on.

Wi-Fi

A Wi-Fi network connection is another way to get data services on your device, but unlike using the mobile network, using Wi-Fi doesn't add charges to your data plan. Your device is designed to try to use saved Wi-Fi networks before it tries to use the mobile network for basic data functions such as using the Internet or downloading apps. You can leave Wi-Fi on so that as soon as you're in range of a saved Wi-Fi network, your device connects to it automatically, but remember that if you leave Wi-Fi on all the time your battery can drain faster.

Connections between devices

USB

You can use a USB cable to create a two-way connection between your BlackBerry device and your computer. Your device appears on your computer as a mapped drive. If you turn on the USB Mass Storage Mode feature, your device appears on your computer as a removable storage device. You can usually use a USB connection to drag files between your device and your computer, depending on the features of your computer.

You can use an HDMI cable or a wireless display adapter to connect your BlackBerry device to another device such as a TV or computer monitor. You can display the screen of your BlackBerry device on the other device.

Bluetooth technology

Bluetooth wireless technology allows you to create a direct connection between your BlackBerry device and another Bluetooth enabled device. Although you can transfer files over a Bluetooth connection, because of its ability to stream content, Bluetooth connections are more commonly used for actions such as playing the music on your BlackBerry device through a separate speaker or making calls from a headset that is using your BlackBerry device's mobile network connection.

NFC

NFC is a short-range wireless technology that's used for quickly creating connections between your BlackBerry device and other NFC-enabled devices or NFC tags. With NFC you don't need to enter pairing information to make a connection, so it's useful for on-the-go actions such as transferring contact cards with people you meet, or grabbing information from a poster that contains an NFC tag. Depending on your wireless service provider and the applications you have installed on your BlackBerry device, NFC can also be used to turn your device into a digital wallet to allow you to do things such as make payments with your BlackBerry device.

Shared Internet connections

You can use your BlackBerry device's connection to the mobile network to allow other devices to access the Internet. This functionality is particularly useful if you want to browse the Internet on your laptop or Wi-Fi only tablet but you don't have access to a Wi-Fi network.

Internet tethering

You can use Internet tethering when you only have one device that you want to connect to the Internet through your BlackBerry device's mobile network connection. You can connect the device to your BlackBerry device using a USB cable or, if both devices are Bluetooth enabled, you can use Bluetooth technology instead.

Mobile Hotspot

You can use Mobile Hotspot mode to connect up to eight devices to your BlackBerry device. (The number of devices that you can connect depends on your wireless service provider.) Connecting your devices using Mobile Hotspot mode is like connecting to a Wi-Fi router; you can use the Wi-Fi connections on your devices, but you don't need access to a Wi-Fi network.

VPN connections

You can connect your BlackBerry device to a virtual private network (VPN) over your mobile network or using a Wi-Fi connection. While your device is connected to the VPN, you can send data to and receive data from the private network across the public network.

Turn on airplane mode

In some places, such as on an airplane or in a hospital, you need to turn off all the connections on your BlackBerry device. Airplane mode lets you quickly turn off your connections and, when you're done using airplane mode, turning off airplane mode restores the connections that were previously turned on.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings**.
3. Turn on the **Airplane Mode** switch.

Mobile network

A mobile network connection allows your BlackBerry device to make calls and, if you have a data plan, use data services such as Internet browsing. In some locations, such as in a hospital or on an airplane, you might need to turn off your mobile network connection, but usually you can just leave your mobile network connection turned on.

In most cases your device automatically connects to the appropriate wireless network when you travel outside of your wireless service provider's coverage area. If you're not sure if your device is set up for roaming, or what roaming fees will apply, it's a good idea to check with your wireless service provider before you travel.

Connect to the mobile network

To turn on your mobile network connection, airplane mode must be turned off.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Mobile Network**.
3. Turn on the **Mobile Network** switch.

To turn off your mobile network connection, turn off the **Mobile Network** switch.

Change the APN settings for your default Internet connection

Your BlackBerry device uses Access Point Name (APN) settings to open a data connection with your service provider's wireless network. Apps on your device that require Internet access can use this connection.

You might need to change your APN settings if you change your wireless service plan or if the default settings don't apply to your service provider. Depending on your service provider, you might not be able to change the APN settings.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Mobile Network**.
3. If the **Mobile Network** or **Data Services** switches are off, turn them on.

4. Tap .
5. Complete the fields. If you don't have the required information, contact your service provider.

To reset the default APN settings, tap .

Connect to your VPN automatically

You can set your BlackBerry device to automatically connect to a virtual private network (VPN) whenever you have mobile network coverage.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **VPN**.
3. Tap .
4. In the **VPN Profile** drop-down list, tap the profile that you want to use. If no VPN profiles appear in the list, create your own or contact your adminstrator.
5. Turn on the **Connect over Mobile Network** switch.

Roaming

In most cases your BlackBerry device automatically connects to the appropriate wireless network when you travel outside of your wireless service provider's coverage area. In some cases you must contact your provider to have your SIM card or device properly provisioned. If you're not sure if your device is set up for roaming, or what roaming fees will apply, it's a good idea to check with your wireless service provider before you travel.

Switch wireless networks manually

Your BlackBerry device is designed to switch to an appropriate wireless network automatically when you travel, but you might need to try switching networks manually if you're having trouble connecting or if the network signal is weak.

To switch wireless networks manually, your wireless service plan must include this service and your device must be connected to a GSM or UMTS network.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Mobile Network**.
3. If the **Mobile Network** switch is off, turn it on.
4. In the **Network Selection Mode** drop-down list, tap **Manual**.
5. When your device finishes scanning for networks, tap a network.

Turn off data services while roaming

Depending on your wireless service plan, you might be able to turn off data services (email messages, PIN messages, text messages with attachments, and browser service) on your BlackBerry device so that only the phone and basic text

messaging are available.Turning off data services while roaming might prevent you from receiving additional roaming charges. For more information, contact your wireless service provider.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Mobile Network**.
3. If the **Mobile Network** switch is off, turn it on.
4. In the **Data services while roaming** drop-down list, tap **Off** or **Prompt**.

Manage your mobile data settings

Depending on your wireless service provider, this feature might not be available.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Data Management**.
3. Change any of the settings on the screen.

Set a monthly data limit notification

You can be notified when you reach your monthly data limit, or when you reach a certain percentage of your monthly data limit. Depending on your wireless service provider, this feature might not be available.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Device Monitor**.
3. Tap > **Data Usage Settings**.
4. In the **Mobile Data Limit** field, type your monthly data limit in megabytes.
5. Move the **Early Data Limit Notification** slider to receive an early notification when you are approaching your monthly data limit.
6. To change when your monthly data usage cycle starts each month, in the **Monthly Reset Date** drop-down list, tap a date.

Troubleshooting: Mobile network

I can't connect to the mobile network

Try the following solutions:

- Check that airplane mode is off. If airplane mode is on, the option to turn on the mobile network is unavailable. To turn off airplane mode, on the home screen, swipe down from the top of the screen. Tap **Settings**. Turn off the **Airplane Mode** switch.

- Check that the connection to the wireless network is on. To check your connection, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Networks and Connections** > **Mobile Network**. Check that the **Mobile Network** switch is on.
- Check that your BlackBerry device is connected to your service provider's network. If you switched wireless networks manually, your device remains connected to that wireless network until you select your service provider's network again.
- If your device uses a SIM card, verify that it is correctly inserted into your device.
- If your device normally connects to a CDMA network and your device supports international roaming, check that your device is in roaming mode and that your SIM card is correctly inserted into your device.
- Contact your service provider to check whether your device is network locked. If your device is network locked, your device can make a mobile network connection only with your current service provider. Ask your service provider for an unlock code. Tap **Settings** > **Security and Privacy** > **SIM Card**. In the **Phone Network Lock** section, tap a locked item. Enter the unlock code.

Wi-Fi connections

A Wi-Fi network connection is one way to get data services on your BlackBerry device, but unlike using the mobile network, using Wi-Fi doesn't add charges to your data plan. Your device is designed to try to use saved Wi-Fi networks before it tries to use the mobile network for basic data functions such as using the Internet or downloading apps. You can leave Wi-Fi turned on so that when you're in range of a saved Wi-Fi network, your device can connect to it automatically.

Connect to a Wi-Fi network

When you connect to a Wi-Fi network, your BlackBerry device saves the network information. The next time you're within range of the saved Wi-Fi network, if Wi-Fi is turned on, your device connects automatically.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Wi-Fi**.
3. If the **Wi-Fi** switch is off, turn it on.
4. Tap a network.
   - If the screen requesting a password appears, enter the password for the Wi-Fi network. Tap **Connect**.
   - If you have access to the Wi-Fi router and you want to use Wi-Fi Protected Setup, tap the screen above the keyboard to dismiss the keyboard. Tap . Complete the instructions on the device screen.
5. Tap **Connect**.

Tip: The next time you want to connect to a saved Wi-Fi network, if the network is within range of your device, on the home screen, swipe down from the top of the screen. Tap .

Manually connect to a Wi-Fi network

If you want to connect to a hidden Wi-Fi network, or you're having trouble automatically connecting, you can connect manually.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Wi-Fi** > .
3. In the **SSID** field, enter the name of the network.
4. Select the network's security type and specify any additional information. For what information you should specify, you can speak to your administrator or the person who manages the Wi-Fi network.
5. Tap **Connect**.

Change the priority of a saved Wi-Fi network

You can save multiple Wi-Fi network profiles on your BlackBerry device, such as your home Wi-Fi network, your work Wi-Fi network, and even profiles for the Wi-Fi network at a local sports arena or restaurant. Your device automatically tries to connect to a saved Wi-Fi network using the order that the profiles are listed on the **Saved Networks** screen. To connect more quickly, you can prioritize a Wi-Fi network by moving it higher in the list, so that your device tries to connect to it before other saved Wi-Fi networks.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Wi-Fi**.
3. Tap .
4. Tap .
5. Touch and hold the network profile that you want to move, and drag it up or down the list.
6. Tap .

Delete a saved Wi-Fi network

Your BlackBerry device can store up to 64 saved networks. If you have a lot of saved networks on your device and you don't use them all, you can delete some to tidy up your Saved Networks screen. Deleting saved networks that use a hidden SSID can also help preserve battery life.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Wi-Fi**.
3. Check that the **Wi-Fi** switch is on.
4. Tap .
5. Tap and hold the network that you want to delete.
6. Tap .

Disable or re-enable a saved Wi-Fi network

If you want to stop your BlackBerry device from automatically connecting to a saved Wi-Fi network, but you don't want to delete the saved network, you can disable the network instead.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Wi-Fi**.
3. Check that the **Wi-Fi** switch is on.
4. Tap .
5. Tap a network.
   - To disable the network, turn off the **Enable Connections** switch.
   - To re-enable the network, turn on the **Enable Connections** switch.

Wi-Fi network settings

Usually, you don't need to change your settings for a Wi-Fi network; however, you might need to change your settings if you have trouble connecting or if you need to connect manually.

The settings that are available for each Wi-Fi network depend on the type of network you're connecting to. To find out which settings to use, if you're connecting to a home network, see the information that came with your wireless router; if you're connecting to a work Wi-Fi network, talk to your administrator; if you're connecting to a hotspot, see the information provided about the hotspot or talk to an employee at the hotspot who might have details about how to connect.

SSID

The SSID is the name that the network uses to identify itself. Usually, this field is automatically filled, but if the Wi-Fi network is hidden, you must enter the SSID to connect.

Hidden SSID

Select this check box if you want your BlackBerry device to search for an SSID that is not being broadcast. A hidden Wi-Fi network isn't listed as an available network on the Wi-Fi screen.

Security Type

Set the security type that the Wi-Fi network uses. Depending on the network you're trying to connect to, you might also see **Security Sub Type** and **Inner Link Security**.

Password

If the Wi-Fi network is password protected, enter the password.

CA Certificate

Set the root certificate that your device should use to verify that it's connecting to the correct Wi-Fi network. Depending on the type of network you're trying to connect to, you might also see **Client Certificate**.

VPN Profiles

To use a VPN Profile when connecting to the network, select the profile that you want to use.

Band Type

This field is set to Dual Band by default. If the Wi-Fi network is dual-band, your device tries to connect in the 5.0 GHz band unless the signal strength at the 2.4 GHz band is significantly stronger. If you want to connect to a dual-band network using one band only, choose the band you prefer.

Auto Obtain IP

In most cases this switch should remain on, but if you need to manually specify an IP address for your device you can turn off this switch and the option to enter an IP address appears.

Using Auto-IP

Select this check box if you want your device to assign itself an IP address automatically when it can't obtain one from the Wi-Fi network.

Enable IPV6

Set whether the network uses the IPV6 protocol.

Use Proxy

Turn on this switch if you want to connect to a proxy server. When you select this setting, additional settings appear. To find out what settings to use, see the information provided for the proxy server.

Inter-Access Point Handover

If the network spans multiple access points, set whether your device should remain connected when you move from one access point to another.

Add a VPN profile

You need a Wi-Fi or VPN connection before you can add a new VPN profile.

A VPN profile contains the information that you need to log in to your organization's network over a VPN or Wi-Fi connection. You might have one or more VPN profiles on your BlackBerry device, depending on the options that your administrator sets for you.

If you use a work account that is supported by an Enterprise Mobility Management solution from BlackBerry, some VPN profiles might be automatically added and you don't have to manually add a VPN profile. If you don't see an option to add a VPN profile, then your administrator has turned off this type of connection.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **VPN** > + .
3. Complete the fields. If you don't have the required information, contact your administrator.
4. Tap **Save**.

Troubleshooting: Wi-Fi

I can't connect to a Wi-Fi network

Start by checking for these basic issues:

- Check that you turned on the connection to the Wi-Fi network. On the home screen, swipe down from the top of the screen. Verify that the Wi-Fi icon appears blue.
- Check that you're in a Wi-Fi coverage area. If you're connecting to a home network, see if other wireless devices are able to connect. If other devices can't connect you might need to reset your router. If you're connecting to a work Wi-Fi network or a hotspot, talk to your administrator or an employee at the hotspot.
- Your connection might have timed out. Try connecting again.
- If the Wi-Fi network that you want doesn't appear on the Wi-Fi settings screen, it might be hidden. If you know the network name, try connecting to the Wi-Fi network manually.
- Check that Mobile Hotspot mode is off. If Mobile Hotspot mode is on, your device can't connect to a Wi-Fi network.

If none of the suggestions above solve your connection issue, try these more advanced troubleshooting options:

- Check that the time on your BlackBerry device is synchronized with the network time. If the times are different, it could prevent your device from connecting (for example, if connecting to the network requires you to have a certificate on your device, and the certificate has an expiration date).
- If you switched Wi-Fi networks manually, try switching to another Wi-Fi network.
- If your email account is a work account, your device might prevent connections to certain wireless access points. For more information, contact your administrator.

Still not connected? OK, try the following:

- Check that the settings for the Wi-Fi network are correct. To find out which settings to use, for a home network, refer to the information that came with your router; for a work Wi-Fi network, talk to your administrator; for a public hotspot, refer to any information provided for the hotspot or talk to an employee at the hotspot who might have details about how to connect.
- If you use the **Press WPS button on Router** setting in Wi-Fi Protected Setup, check that the Wi-Fi router uses Wi-Fi Protected Setup, and that it is set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one Wi-Fi router within range is set to send its profile. For more information, see the information that came with your router.
- If you use PEAP, EAP-TLS, EAP-FAST, or EAP-TTLS to connect to a Wi-Fi network, check that you installed the root certificate for the certificate authority server that created the certificate for the authentication server. The root certificate must be installed on your device before you can connect to the network. For more information, talk to your administrator.
- If you use EAP-TLS to connect to a Wi-Fi network, check that you installed your authentication certificate on your device. The authentication certificate must be installed on your device before you can connect to the network. For more information, talk to your administrator.

- If you need to contact a support representative, you can access diagnostic information by tapping on the **Wi-Fi** settings screen. To copy the log information to send to your support representative, in the **Diagnostic Information** drop-down list, tap **Logs**. Tap **Copy Logs**.

Bluetooth connections

Bluetooth wireless technology allows you to create a direct connection between your BlackBerry device and another Bluetooth enabled device. Bluetooth connections are commonly used for actions such as playing the music on your BlackBerry device through a separate speaker or making calls from a headset.

Turn on Bluetooth technology

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth**.
3. Turn on the **Bluetooth** switch.

When Bluetooth technology is on, is blue and appears in the upper-left corner of the screen.

To turn off Bluetooth technology, turn off the **Bluetooth** switch.

Pair and connect with a Bluetooth enabled device

Make sure that you turn on Bluetooth technology on the device that you want to connect to.

Before you can connect your BlackBerry device to another Bluetooth enabled device, you must pair them.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth**.
3. If the **Bluetooth** switch is off, turn it on.
   Your BlackBerry device automatically detects any discoverable devices within range.
4. If necessary, to scan again for nearby Bluetooth enabled devices, tap **Refresh**.
5. Do one of the following:
   - If the device that you want to connect to appears in the **Devices** list, tap the device name. Complete the instructions on the screen.
   - Tap and tap the back of your device with the device you want to connect to.
   - If the device doesn't appear in the **Devices** list, it might not be discoverable. Check that the device is discoverable then try again. If you don't know how to check that the device is discoverable, consult the documentation that came with the device.
   - If the device doesn't appear in the **Devices** list and you can't connect by making it discoverable, you might need to initiate pairing from the device. On your BlackBerry device, in the **Discoverable** drop-down list, tap **On** or **2**

Minutes. If necessary, enter your BlackBerry device password. Start the pairing process according to the documentation that came with the device.

Your devices are now ready to share and communicate over the Bluetooth connection. Your devices are either connected or ready to connect when you initiate a Bluetooth related action such as sharing a file.

Write your Bluetooth pairing infomation to an NFC tag

To write your Bluetooth pairing information to an NFC tag, NFC must be turned on.

You can quickly pair devices without going to the Settings screen, by saving your Bluetooth pairing information on an NFC tag.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth**.
3. If the **Bluetooth** switch is off, turn in on.
4. Tap and align the back of your BlackBerry device with an NFC tag.

To pair and connect, the Bluetooth enabled device you want to connect to must scan the NFC tag.

Rename a paired or saved Bluetooth enabled device

You can change the name of a paired or saved Bluetooth enabled device as it appears on your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth**.
3. If the **Bluetooth** switch is off, turn it on.
4. Touch and hold the device you want to rename.
5. Tap .
6. In the **Device Name** field, enter the new name for the device.

Disconnect from a paired Bluetooth enabled device

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth**.
3. Touch and hold the device you want to disconnect.
4. Tap .

Delete a saved Bluetooth enabled device

If you have a long list of saved Bluetooth enabled devices on your BlackBerry device, you can delete the ones you no longer use to make it easier to find the ones that you do use.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth**.
3. Tap and hold a device.
4. Tap .

Pairing your device with a car

The My Car feature improves your experience when you pair and connect your BlackBerry device with your car using Bluetooth technology. When your car and your device are connected and the My Car feature is on, your device might display a customized lock screen. Also, special applications might appear in the Driving Apps category in BlackBerry World.

The first time your device detects a Bluetooth connection with a Bluetooth enabled car, your device prompts you to set the car as your car. After you pair the device with your car, the lock screen indicates that the device is connected to your car, and displays the features that are available.

Turn off the My Car feature

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth**.
3. Touch and hold your car's name.
4. Tap **Unset as My Car**.

Let your car kit use your device's network credentials

Your car kit must support the remote SIM Access Profile (rSAP).

Turn on rSAP to allow your car kit to access the SIM card in your BlackBerry device. When your car kit has access to your SIM card, you can use your car kit to make and receive phone calls, and send and receive text messages (SMS and MMS).

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth** > .
3. Turn on the **rSAP Mode** switch.

Allowing Bluetooth enabled devices to access your contacts

You can allow Bluetooth enabled devices that support the Phone Book Access Profile (PBAP) to access the contact information in the Contacts app on your BlackBerry device. For example, if you allow access to all of your contacts, when you pair your device with your Bluetooth enabled car kit and you receive a call from a contact, your car kit can display the name of the caller.

When you allow access to your contact information:

- If you previously paired and connected your BlackBerry device running BlackBerry 10 OS version 10.3.0 or earlier with a Bluetooth enabled device, such as a car kit, the Bluetooth enabled device automatically accesses contact information on your device.
- The first time you pair and connect your device running BlackBerry 10 OS version 10.3.1 or later with a Bluetooth enabled device, such as a car kit, you receive a notification on your BlackBerry device asking you to confirm that you allow access to your contact information.

Allow access to your contacts

The Bluetooth enabled device must support the Phone Book Access Profile (PBAP).

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth** > .
3. Do any of the following:
   - To allow access to your contact information, in the **Address Book Access** drop-down list, tap the name of a contact group or **All**.
   - To create a group of contacts that Bluetooth enabled devices can access, in the **Address Book Access** drop-down list, tap **Create Contact Group** > **New Group**. Complete the instructions on the screen.

To stop access to your contact information, in the **Address Book Access** drop-down list, tap **None**.

Set how Bluetooth enabled devices access your accounts

You can allow Bluetooth enabled devices that support the Message Access Profile (MAP) to access messages in the accounts that are set up on your BlackBerry device. Examples of Bluetooth enabled devices that support MAP include some car kits and some watches.

With some Bluetooth enabled car kits that support MAP you can send and receive messages by using voice commands. For more information about using your Bluetooth enabled device, see the documentation that came with the device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth** > .
   - To change how long your device tries to send messages to the Bluetooth enabled device before your device times out, adjust the **Message Download Timeout** slider.

- To receive a daily summary message of information about the day, (for example, the weather, a list of upcoming events in your calendar), and the number of unread email messages, turn on the **Today View Message** switch.
- To change which accounts the Bluetooth enabled device can access, in the **Message Access Accounts** section, turn on or turn off the switch beside each account.

Automatically establish a Bluetooth connection when you turn on your device

You might like to automatically reconnect your BlackBerry device to a Bluetooth enabled device, such as a headset. You can set your BlackBerry device so that whenever you turn on your Bluetooth enabled device, your BlackBerry device automatically reconnects to it.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Bluetooth** > .
3. Turn on the **Connect to the last device when turned on** switch.

Supported Bluetooth profiles and services

Your BlackBerry device is a Bluetooth Smart Ready device, and supports the following profiles. If your device is associated with a work account, your administrator might disable use of a profile.

Profile	Description
Advanced Audio Distribution Profile (A2DP)	This profile allows your BlackBerry device to stream audio files from Bluetooth enabled devices that support stereo audio such as stereo headsets, speakers, and car kits.
Alert Notification Service (ANS)	This profile allows Bluetooth enabled devices to access notifications you receive on your device, including information about the type of notification, the sender of the notification, and the number of new and unread notifications.
Audio/Video Remote Control Profile (AVRCP)	This profile allows you to use the buttons on a Bluetooth enabled headset to perform actions such as adjusting the volume or playing the next or previous media file on your BlackBerry device. This profile also allows you to browse music files in the Music app on your device when you are connected to a Bluetooth enabled car kit.
Battery Service (BAS)	This profile allows Bluetooth enabled devices to access information about the power level of the battery in your device.
Current Time Service (CTS)	This service allows your device to share time-related information with other Bluetooth enabled devices.

Profile	Description
Device Identification Profile (DI) / Device Identification Service (DIS)	This profile allows Bluetooth enabled devices to access information about your BlackBerry device model to support plug and play features, such as automatically downloading the required drivers.
Hands-Free Profile (HFP)	This profile allows you to connect your BlackBerry device to Bluetooth enabled headsets and car kits to make hands-free phone calls. This profile supports features in the Phone app including voice dial, redial, and conference calls.
Human Interface Device (HID)	This profile allows you to connect your BlackBerry device to Bluetooth enabled devices such as a keyboard or mouse.
Immediate Alert Service (IAS)	This service allows Bluetooth enabled devices to send an immediate alert, such as a public safety message, to your device.
Link Loss Service (LLS)	This service sends a notification to your BlackBerry device when your device loses its Bluetooth connection with another Bluetooth enabled device.
Location and Navigation Service (LNS)	This profile allows Bluetooth enabled devices to access location related information on your device (for example, to support outdoor activity apps).
Low Energy Human Interface Device (HOGP)	This profile allows you to connect your BlackBerry device to Bluetooth enabled devices such as a keyboard or mouse.
Message Access Profile (MAP)	This profile allows a Bluetooth enabled car kit to notify you of new messages on your BlackBerry device. This profile allows a car kit to access your messages and lets you read, delete, browse, compose, and send email and text messages from your car.
Next DST Change Service (NDCS)	This service allows your device to share information about the next daylight savings time change with other Bluetooth enabled devices.
Object Push Profile (OPP)	This profile allows your BlackBerry device to send files to and receive files from a Bluetooth enabled device. Files supported by this profile include contacts, calendar events, and multimedia files such as pictures, audio files, and video files.
Personal Area Networking - User/Network Access Point (PAN - U/NAP)	This profile allows you to use your BlackBerry device as a modem when it's connected to a Bluetooth enabled computer.
Phone Book Access Profile (PBAP)	This profile allows a Bluetooth enabled car kit to access contact information and recent call history information on your BlackBerry device. This profile allows the car kit to place a call to a contact or display the contact name for an incoming call.

Profile	Description
Remote SIM Access Profile (rSAP)	This profile allows a Bluetooth enabled device, such as a car phone, to connect to your BlackBerry device when your device is connected to a GSM network. The profile lets the Bluetooth enabled device use the SIM card functionality of your BlackBerry device. For example, a car phone can use the SIM card in your device to make phone calls or send and receive text messages.
Serial Port Profile (SPP)	This profile allows you to connect your device to Bluetooth enabled devices that support desktop connectivity, wireless bypass, and data transfer.
Tx Power Service (TPS)	This service allows a Bluetooth enabled device to access information about the current transmit power levels of your BlackBerry device.

Troubleshooting: Bluetooth

I can't pair with a Bluetooth enabled device

- Check that your BlackBerry device is compatible with the Bluetooth enabled device. For more information, see the documentation that came with the Bluetooth enabled device.
- If your Bluetooth enabled device requires a passkey and you don't know what the passkey is, check the documentation that came with your Bluetooth enabled device. Sometimes the passkey is set to **0000** until you change it. If you don't know what the passkey is, try **0000**.
- If your BlackBerry device doesn't detect the Bluetooth enabled device that you want to pair with, try making your BlackBerry device discoverable for a short period of time. On the home screen, swipe down from the top of the screen. Tap **Settings** > **Networks and Connections** > **Bluetooth**. In the **Discoverable** drop-down list, tap **On** or **2 Minutes**. If necessary, enter your BlackBerry device password. Start the pairing process according to the documentation that came with the device.
- If the Bluetooth enabled device uses a battery, connect the device to a power source and then try again. Depending on the device, if the battery power level is too low the device might still operate but be unable to pair.
- If Mobile Hotspot mode is on, verify that you're trying to connect to a Bluetooth enabled device that uses the Handsfree, Serial Port, or Personal Area Network profiles.

I keep losing the connection with my Bluetooth enabled car kit

- Check that your car kit is using the latest software version that is available. For more information about your car kit's software version, see the documentation that came with your car kit.
- Move your BlackBerry device to another location in your vehicle or turn your device to face another direction. The location of your device's antenna in relation to your car kit's Bluetooth antenna may affect the Bluetooth connection.

NFC

NFC is a short-range wireless technology that's used for quickly creating connections between your BlackBerry device and other NFC-enabled devices or NFC tags. NFC is designed so you can easily share content and information without having to pair your BlackBerry device with another NFC compatible device. Depending on your wireless service provider and the applications you have installed on your device, there are many interesting things you can do using NFC, such as sharing a picture with a friend or paying for a purchase using your device.

What is NFC?

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

NFC is a short-range wireless technology that is designed to let you easily share content and information without having to pair your device to another NFC-enabled device. Some interesting ways you can use NFC include:

- Exchange contact cards with a new friend or business acquaintance.
- Pass a picture to your friend.
- Grab a coupon from a poster you see on the street.
- Send a webpage you're viewing to a friend.
- Add a friend to your BBM contacts.
- Copy smart tag information to an NFC tag.
- Connect to an NFC enabled printer to print or scan a file.

Some NFC apps are designed to simulate a physical card, such as a credit card, a public transit pass, or an access badge. If the app is open on your device, just tap the back of your device to the NFC reader and go. A few examples of what you can do using NFC apps include:

- Pay for your morning coffee without taking out your wallet.
- Pay for your bus or subway ride.
- Gain access to your building when you get to work.

These example are just a few of the things you can do with NFC. NFC can be used in many ways depending on the applications you have installed on your device and the NFC compatibility of other devices.

Turn on NFC

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **NFC**.
3. Turn on the **NFC Connectivity** switch.

Send a file using NFC

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

With NFC, you can exchange many kinds of files, including pictures, music, contact info, and even webpages, between your BlackBerry device and other NFC-enabled devices. Your device automatically establishes a Wi-Fi Direct or Bluetooth connection with the other NFC-enabled device to transfer files.

1. On your BlackBerry device do any of the following:
   - To send a single file, find and open a file.
   - To send multiple files, find and highlight the files that you want to send. Tap > **NFC**.
2. Align the back of your BlackBerry device with an NFC-enabled device.
3. If necessary, tap **Send**.

Tip: After your device starts to send the file, move your device away from the other NFC-enabled device so you don't accidentally send the file more than once.

Find your NFC settings

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

You can set whether your BlackBerry device prompts you before sending or receiving files. You can also set when your device can be used for doing things such as making credit card payments or providing access credentials to get into a building.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **NFC**.

Remove or reset a default NFC app

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

Multiple NFC apps on your device might use the same app ID that an NFC reader requests. Your device prompts you to set one of the apps as the default app for the NFC reader. You can remove and change the default app setting.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager**.
3. Tap **Card Emulation Apps** or **Default Apps**.
4. Do one of the following:

- To remove the app as the default app for the NFC reader, tap the checkbox beside the default app and tap .
- To reset your device to use the factory settings for default apps, tap .

5. The next time you use the NFC reader, set the appropriate app as the default app.

Troubleshooting: NFC

The wrong app opens when I use an NFC reader

The wrong app might open because it is set as the default app to use with an NFC reader.

You might need to remove or reset the default app for the NFC reader. Tap **Settings** > **App Manager** > **Default Apps** to remove the app as the default app for the NFC reader. The next time you tap your device against the NFC reader, set the preferred app as the default app.

NFC is not working as expected

If you try to share a file by using an NFC connection or a smart tag when your device is locked and the backlight is off, or when the power is turned off, NFC will not work. Settings in the **Allow NFC Card Transactions** section of the **NFC** screen don't apply to NFC file transfers or the smart tag feature.

You can set up your device to run some NFC apps when your device is locked and the backlight is turned off, or when the power is turned off. In the NFC settings, the **When locked or backlight is off** option applies to NFC apps that simulate physical card transactions, (for example, credit card payments or security badges that allow access to secure buildings), and NFC transactions handled by your SIM card. The **When device is turned off** option applies only to NFC transactions that are handled by your SIM card.

USB connections

You can use a USB cable to create a two-way connection between your BlackBerry device and your computer. When you connect your device to your computer using a USB cable, you can charge your device.

When you connect your device to your computer using a USB cable, your device appears as a mapped drive. If you turn on the USB Mass Storage Mode feature, your device appears on your computer as a removable storage device. You can usually use a USB connection to drag files between your device and your computer, depending on the features of your computer.

Access the files on your media card from an external device

To use the USB Mass Storage Mode feature, you must have a media card in your BlackBerry device.

USB Mass Storage Mode is designed to let you use your device as a USB drive. Using a USB cable, you can connect your device to a computer, car stereo, or other external device, and access the files on your media card. When you turn on USB Mass Storage Mode and connect your device to a computer using a USB cable, your device appears on your computer as a removable storage device.

Note: When USB Mass Storage Mode is on and your device is connected to an external device using a USB cable, apps on your device can't access the files on your media card.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **USB**.
3. Turn on the **USB Mass Storage Mode** switch.

Prevent access to data on your device while charging

The Charge Only Mode feature is designed to prevent access to the data on your BlackBerry device when you use a USB cable to charge your device. This feature is helpful if you travel frequently and charge your device at public charging stations.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **USB**.
3. Turn on the **Charge Only Mode** switch.

Set a static IP address for your USB connection

By default, when you connect your BlackBerry device to a computer using a USB cable, your device assigns a random IP address to the connection. You can assign a static IP address that doesn't change each time you connect your device to your computer. For example, you can use this feature to map your device to a specific drive on your computer.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **USB**.
3. Turn on the **Manual IP Address** switch.

To edit the IP address, tap the **IP Address** drop-down list and change the IP address numbers.

Connect your device to an external display

You can connect your BlackBerry device to an external device, such as a monitor, projector, or TV, by using an HDMI connector.

1. Using an HDMI cable, connect your BlackBerry device to an external display.
2. Your device automatically detects the resolution of the HDMI display that your device is connected to. However, if you must change the resolution, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Display**. In the **HDMI Display Mode** drop-down list, tap the display mode that you want to use.

Troubleshooting: USB connections

My device isn't recognized when I connect it to my computer

If your computer doesn't automatically detect your BlackBerry device, try the following:

- Check the USB cable and points of connection.
- Consider updating or installing the device drivers on your computer. When you connect your device to your computer, your computer should automatically prompt you to install the latest drivers. Otherwise, the drivers you need are installed when you download BlackBerry Link or BlackBerry Blend. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink. To download BlackBerry Blend, on your computer, visit www.blackberry.com/BlackBerryBlend.

Mobile Hotspot

When you use Mobile Hotspot mode your BlackBerry device creates a Wi-Fi network that other Wi-Fi enabled devices can connect to so that they can use the Internet through your mobile network connection.

Sharing your Internet connection using Mobile Hotspot mode

This feature lets you connect your devices to the Internet anywhere that your BlackBerry device has a mobile network connection, but because this feature uses the mobile network, you might incur high data charges.

On some mobile networks, services such as email and BBM might not be available while Mobile Hotspot mode is on.

After you set up Mobile Hotspot mode on your BlackBerry device, connecting to the mobile hotspot with a Wi-Fi enabled device is a lot like connecting to any regular router.

Before you use Mobile Hotspot mode, read the latest safety and product information at www.blackberry.com/docs/smartphones.

Use Mobile Hotspot mode to share your Internet connection

Before you turn on Mobile Hotspot mode, check that your BlackBerry device's connection to the mobile network is on.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Mobile Hotspot**.
3. If you've never used Mobile Hotspot mode before, complete the instructions on the screen. Read the screens carefully as they provide important information about the Mobile Hotspot feature. Remember your Mobile Hotspot password for later.
4. Turn on the **Mobile Hotspot** switch.
5. Accept a request from another device to connect to your mobile hotspot.

The user of the device connecting to your mobile hotspot must know the name of your mobile hotspot and the password you set during the setup process.

Find your Mobile Hotspot mode settings

You set most of the settings for your mobile hotspot the first time you turn on Mobile Hotspot mode. You can change these settings later when you aren't in an active mobile hotspot session.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Mobile Hotspot**.
3. Tap .

Disconnect a device from your mobile hotspot

After you disconnect a device from your mobile hotspot, if you want to connect the device again you must start a new session in Mobile Hotspot mode.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Mobile Hotspot**.
3. Tap the name of the device that you want to disconnect from your mobile hotspot.
4. Tap .

Troubleshooting: Mobile Hotspot mode

I can't use my device as a mobile hotspot

- Check that you're connected to the mobile network. If appears in the upper-right corner of the home screen, then the mobile network is on and connected.
- Check that your wireless service plan is set up to use Mobile Hotspot mode. If not, you need to change your service plan before Mobile Hotspot mode can work on your BlackBerry device.
- Your wireless service provider might not allow the use of Mobile Hotspot mode while roaming. For more information, check your service plan or contact your wireless service provider.
- If your wireless service plan supports the use of Mobile Hotspot mode while roaming, on the **Settings** > **Networks and Connections** > **Mobile Network** settings screen, check that the **Data Services** switch is on and the option in the **Data services while roaming** drop-down list is set to **On**.
- If you're using your device for work, your organization might not allow the use of Mobile Hotspot mode. For more information, check with your administrator.

I can't connect multiple devices to my mobile hotspot

Depending on your wireless service plan, you might not be able to connect multiple devices to your mobile hotspot, or the number of devices you can connect might be less than eight.

Internet tethering

Internet tethering allows you to share your BlackBerry device's connection to the mobile network with one other device, such as a laptop or tablet, so that you can access the Internet on your other device anywhere that your BlackBerry device can connect to the mobile network. You can connect the device to your BlackBerry device using a USB cable or, if both devices are Bluetooth enabled, you can use Bluetooth technology instead.

Sharing your mobile network connection using Internet tethering

Additional charges might apply for using Internet tethering. On some networks you can't use some services on your BlackBerry device, such as email and BlackBerry Messenger, while you use Internet tethering.

Use Internet tethering to share your Internet connection

You can tether your BlackBerry device using either a USB cable or a Bluetooth connection.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Networks and Connections** > **Internet Tethering**.
3. If you've never used Internet tethering before, complete the instructions on the screen. Read the setup screens carefully as they provide important information about the Internet tethering feature.
4. In the **Connect using** drop-down list, tap **USB** or **Bluetooth**.
5. Turn on the **Internet Tethering** switch.
6. Connect your BlackBerry device to a laptop or tablet using a USB cable or Bluetooth connection.

Troubleshooting: Internet tethering

I can't use Internet tethering

- Check that your BlackBerry device is connected to the mobile network. If appears in the upper-right corner of the home screen, then your device is connected to the mobile network.
- Check that your wireless service plan is set up to use Internet tethering. If not, you need to change your service plan before you can use Internet tethering.
- If your wireless service plan supports Internet tethering while roaming, on the **Settings** > **Networks and Connections** > **Mobile Network** settings screen, check that the **Data Services** switch is on and the option in the **Data services while roaming** drop-down list is set to **On**.

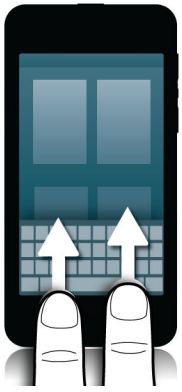
- If you're using your device for work, your organization might not allow the use of Internet tethering. For more information, check with your administrator.

BlackBerry Keyboard and typing

Communicate with the world by typing messages, email, and documents with the BlackBerry Keyboard. You can type efficiently by creating custom text shortcuts and turning on prediction, correction, and spell check. After you set up your keyboard preferences, learn how to cut, copy, and paste text, and delete words. If you turn on prediction, you can select word suggestions that appear while you type. You can also set up or change your display, typing, keyboard, and voice input languages.

Show the keyboard

Using two fingers, swipe up from the bottom of the screen.



Tip: To hide the keyboard, tap the screen outside a text entry field. If you want to hide the keyboard and there's nowhere to tap on the screen, swipe two fingers down from the top of the keyboard.

Typing on the BlackBerry Keyboard

Learn how to use accented and uppercase letters, symbols, and numbers on your keyboard.

Type an accented character

The list of available accents depends on the active input language. If you set multiple input languages, the accents for the languages that can be predicted together appear for a letter. For example, when English, French, and German are set, because their alphabets are similar, you get accent options for all three languages.

1. On the BlackBerry Keyboard, touch and hold the letter that you want to add the accent to.
2. When accented characters appear above the letter, slide your finger onto the accented character that you want to type.
3. Lift your finger.

Tip: To type an uppercase accented character, tap ⇧ first. Or, when your finger is on the accented character that you want to type, if you pause before you lift your finger the accented character changes to uppercase.

Type a symbol or number

1. On the lower-left side of the BlackBerry Keyboard, tap the **sym** key. The appearance of this key varies depending on the language that you're typing in.
2. Tap the symbol or number that you want to type.
3. If you don't see the symbol you want, touch and hold a related symbol. Slide your finger onto the symbol you want to type or tap **&%** to see all the remaining symbols.

Type an uppercase character

1. On the BlackBerry Keyboard, tap ⇧.
2. Tap a letter.

Tip: To turn on CAP lock, touch and hold ⇧.

Change keyboard, input, or typing settings

You can personalize your typing experience by changing the BlackBerry Keyboard, input, or typing settings on your BlackBerry device.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **Language and Input**.

Type faster with automated assistance settings

You can change your typing settings to help you type faster on your BlackBerry Keyboard. Keyboard feedback provides an audible indication of your typing progress or when a misspelled word is corrected. In addition, you can change your settings so that your device automatically capitalizes new sentences, or so that tapping the key twice inserts a period.

A different tone is used for the , , and **?123** keys to differentiate these keys from alphabetical keys. In addition, you can change your settings so that your device automatically capitalizes new sentences or so that pressing twice inserts a period.

1. On the home screen, swipe down from the top of the screen.
2. Do one of the following:
   - Tap **Settings** > **Language and Input** > **Prediction and Correction**.
   - Tap **Settings** > **Language and Input** > **Feedback**.
3. Tap the settings that you want to change.

Select text using the BlackBerry Keyboard

The BlackBerry Keyboard provides several ways to highlight and select text.

1. Highlight the text you want to select:
   - On the screen, touch and hold the word.
2. To expand the text selection, do one of the following:
   - To automatically select more text, continue to touch and hold the text on the screen. Your selection expands from a word to a sentence, and from a sentence to a paragraph the longer you hold.
   - Tap to expand the selection to a word.
   - Tap to expand the selection to a whole paragraph.
   - To select more published text, such as in a browser or PDF file, move the cursor indicator handles to highlight the whole section of text.
   - To select more text in a text editor, such as an email message, place the cursor at the beginning of the text you want to select. Touch and hold and drag the circle of interest on the screen to highlight the whole section of text.

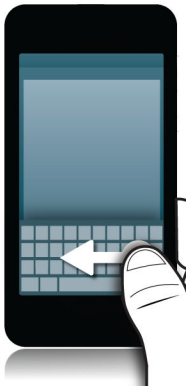
To dismiss the selection, tap anywhere on the screen.

Cut, copy, and paste text

1. Select the text that you want to cut or copy.
2. Lift your finger off the screen. The text editing menu appears.
3. Do one of the following:
   - To copy the text, touch, hold, and release the highlighted text. Tap .
   - To cut the text, touch, hold, and release the highlighted text. Tap .
4. To paste the text, touch and hold the location where you want to paste the text and then release your finger. Tap .

Delete a word

Swipe one finger back across the keyboard.



Note: If you type in a right-to-left language, swipe from left to right.

Selecting word suggestions that appear while you type

Your BlackBerry device is designed to learn what you tend to say and where in a sentence you tend to say it. Your device uses this information to try to predict what word you might type next and displays suggested words on the BlackBerry Keyboard. You can then use flick typing to quickly select a suggested word, by placing your finger just under the word and flicking it up toward the screen.

Select a suggested word

To use a word that appears on the BlackBerry Keyboard, place your finger just below the word and flick it up onto the screen.

Change where word suggestions appear

By default, word suggestions appear on the BlackBerry Keyboard so that you don't have to look above where you're typing to see the suggestions. If you have difficulty selecting the suggestions, or you find the Keyboard looks cluttered, you can set the suggestions to appear above the Keyboard instead.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Prediction and Correction**.
3. In the **Portrait Mode** and **Landscape Mode** drop-down lists, choose how you want the word suggestions to appear.
   - To have word suggestions appear above the Keyboard, tap **In-Column**.
   - To have word suggestions appear on the Keyboard, tap **In-Letter**.
   - To turn off word suggestions, tap **Off**.

When you set word suggestions to appear above your Keyboard, you can use the suggestion by flicking up from anywhere directly beneath the word you want to use.

Spell check

Turn on spell check

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Spell Check**.
3. Set the **Spell Check** switch to **On**.

Accept spelling suggestions

If spell check is turned on, spelling mistakes are underlined in red as you type.

Tap the underlined word.

- To accept a spelling suggestion, tap the suggested word.
- To add the word to your personal dictionary, tap **Add to Dictionary**.

Change spell check settings

You can change spell check settings, such as whether to check the spelling of acronyms, whether to correct the casing of words, and so on.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Spell Check**.
3. Tap the settings that you want to change.

Edit your personal dictionary

When you use spell check you can add words that are marked as incorrect to a custom dictionary on your BlackBerry device so that spell check recognizes them as being correct. The words that you add to your personal dictionary can be edited at any time.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Spell Check** > **Edit Personal Dictionary**.
   - To add a new word to your personal dictionary, tap .
   - To edit a word that's already in your personal dictionary, tap the word.
   - To delete a word from your personal dictionary, tap . Tap next to the word that you want to delete.

Creating custom text shortcuts

The word substitution feature lets you create your own text shortcuts. When you set up shortcuts, your BlackBerry device replaces the shortcut with a full word or phrase.

Tip: Word substitution is sometimes known as autotext.

Turn on word predictions

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Prediction and Correction**.
3. Set the **Show Predictions** switch to **On**.

Add a new text shortcut

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Prediction and Correction** > **Word Substitution**.

3. Tap .

Clear the learned words list

The BlackBerry Keyboard learns words and phrasing based on your usage to predict the next word you write. You can clear the word list used for word suggestions with the following steps:

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Prediction and Correction**.
3. Tap **Clear Learned Words**.

Note: As you continue to type, the learned word list is regenerated unless you set the **Learn New Words** switch to **Off** on the **Prediction and Correction** screen.

Change or delete a text shortcut

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input** > **Prediction and Correction** > **Word Substitution**.
3. In the **Substitution List** section, tap a word substitution entry.

Typing using voice dictation

You can use voice dictation to type hands-free instead of using your keyboard.

1. To turn on voice dictation, on the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. Tap **Voice Dictation**.
4. Turn on the **Dictation** switch .
5. In the **Language** drop-down list, tap the language you want to use.
6. To begin voice dictation, when your keyboard appears, tap .

Troubleshooting: Keyboard and typing

I can't show the keyboard

If your BlackBerry device is connected to another input device such as a Bluetooth enabled keyboard then you might not be able to show the BlackBerry Keyboard.

To show the Keyboard, disconnect the other input device and try again.

Language

If you speak more than one language, you can use the language settings to change your display, typing, voice input, or BlackBerry Keyboard language. You can also switch to another typing language while you type.

Change your display language

The language you selected during the initial setup of your BlackBerry device is your display language. The home screen, BlackBerry Hub, and supported applications display content in this language.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. In the **Language** drop-down list, tap the language that you want to use.

Change your device's regional settings

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. In the **Region** drop-down list, tap the region that you want to use to set your device's date format, default currency, and number format.

Change your input language

Your input language is the language in which you type documents, email messages, and SMS or MMS text messages. You can select up to three languages that you want to be able to type in. The default language is the display language you chose.

Tip: If you need to switch input languages often, make sure that your device is set up to detect your languages automatically. To enable language detection, turn on the **Language detection** switch on the **Input Languages** screen.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. Tap **Input Languages** > .
4. Select the checkboxes beside the languages that you want to enable.

If you can't select the checkbox beside a language, you may already have three languages selected. Browse the full list of languages and clear a language that you no longer want to use. Then, select a new input language.

Select an alternate keyboard layout

Some languages have more than one keyboard layout option. For those languages, you can select the keyboard layout that feels most natural for you to use. The QWERTY keyboard layout is available as an option for all languages.

1. On the **Input Language** screen, tap one of the enabled languages that you have already selected.
2. If more than one option exists, in the drop-down list, tap a layout.
3. If you want the layout you've selected to be the default whenever you use this language, tap **Make Default**.

Change your voice input language

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Language and Input**.
3. Tap **Voice Dictation**.
4. In the **Language** drop-down list, tap the language you want to use.

Change your keyboard language

You must set up more keyboard languages before you can switch between languages. If you set up multiple languages that use the same keyboard layout (Such as QWERTY, AZERTY, or QUERTZ), your BlackBerry device automatically detects words in each language.

1. At the beginning of a new line of text, tap .
2. Tap the language you want to type in on your BlackBerry Keyboard.

If you set up two languages that use different keyboard layouts, the language and default keyboard layout automatically switches to the other layout. If you set up three languages that use different keyboard layouts, your device automatically cycles to the next language in the list that has a different default keyboard layout. In both cases, your device recognizes words from all the keyboard languages you set up.

Keyboard input methods

An input method enables you to type words or characters that are not available using the characters on your keyboard layout. In some cases, input methods give you a phonetic approximation of a word based on the keyboard layout you are using. Your device can then suggest a character or diacritic based on the sound you choose.

In other cases, input methods provide you with gestures and key combinations for languages. Some keyboard input methods are common to all supported languages, such as word prediction or selecting accented characters by pressing and holding keys.

All keyboard input methods also support using the **?123** key to access symbols.

Typing in other languages

You can set your BlackBerry device to recognize three different input languages when you type. As you type, your device makes predictions based on each of the language families. For example, if you use a Latin-based display language, predictions appear for any of the configured Latin-based languages. Similarly, if your display language is Korean, it will not display Arabic or Latin-based suggestions. When you set more than one typing language, you may need to consider the following:

- Some languages, such as Thai and Arabic, have more characters in the alphabet than there are keys on the keyboard. You need to use a keystroke combination to access the second or third character on a particular key. For information about how to access these types of characters, see the help for typing in that language.
- Different languages may have different keyboard layouts. For example, American English uses a QWERTY keyboard layout, but French uses an AZERTY keyboard layout. Some keys appear in locations that you may not be used to.
- Similar languages may have slightly different keyboard layouts. For example, many languages use a QWERTY keyboard layout. However, Danish, Spanish, and Romanian include different characters on the basic keyboard that aren't on other QWERTY keyboard layouts.
- Some supported languages, such as Hebrew, Farsi, and Arabic, read right-to-left. If you change to one of these languages from a left-to-right language in the middle of a sentence, your device automatically places the characters you type on the left side of the cursor. When you change back to the left-to-right language, you need to move your cursor back to the right side of the text.

Typing in Arabic or Farsi

The Arabic and Farsi keyboard layouts support the following features:

- The Arabic language has more characters in the alphabet than there are keys on the keyboard. As a result, more than one native character appears on one key. There may be alternate letters that are related to a primary letter or have a similar form. You can use the keyboard mapping guide that appears with the typing task to determine how to press and hold a letter or multi-press to access the second and third characters on each key.
- The Farsi language has a few characters that are different from the basic Arabic alphabet. These characters are listed on the keyboard mapping guide.
- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on)
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Character guide for Arabic or Farsi

The following table shows how to type the Arabic and Farsi alphabet when there is more than one native character on each key.

Single key press	⇧ + key press	Key press and hold
ص	ض	ص ض

Single key press	⇧ + key press	Key press and hold
ث		
ق		
ف		ڤ (Farsi only)
غ		
ع		
ه		
خ		
ح		
ج	چ (Farsi only)	چ (Farsi only)
س	ش	س ش
ي	ى	ئ ى
ب	پ (Farsi only)	پ
ل		
ا	أ	ءآإأ
ت	ة	ت ة
ن		
م		
ك	پ (Farsi only)	ک ک
ذ		
د		
ر		
و	ؤ	ؤ
ز	ژ (Farsi only)	ژ (Farsi only)
ظ		
ط		

Typing in Chinese

Your BlackBerry device supports Chinese Cangjie, Zhuyin (BoPoMoFo), Chinese handwriting, Chinese Pinyin (on a 3x4 keypad), and Wubihua (Strokes) input methods. To type in Chinese, you must familiarize yourself with the keyboard layout

for Chinese characters. When typing in Pinyin on a non-Chinese keyboard, you can use the phonetic sound of a character to get Chinese diacritics to appear as word predictions.

The Chinese language input methods support the following features:

- You can type using a Latin-based alphabet on a QWERTY keyboard layout by pressing ⇧ and then a letter.
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Typing in Danish, Norwegian, Finnish, or Swedish

The Danish, Norwegian, Finnish, and Swedish languages are largely based on a Latin alphabet with a few variations. These languages use the basic QWERTY keyboard layout with the addition of Å, Æ and Ø (for Danish and Norwegian), and Ö and Ä (for Finnish and Swedish). The keyboards also support the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on)
- You can type alternate characters in two ways. You can press ⇧ and press a letter. A second method is to press and hold the primary character. Then, you can select the alternate character from the options.
- Alternate characters are available for I (Ä), O (Ö), P (Å), K (Æ), and L (Ø).
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Typing in Greek

The Greek keyboard supports the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on)
- You can type alternate characters in two ways. You can press ⇧ and press a letter. A second method is to press and hold the primary character. Then, you can select the alternate character from the options.
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Typing in Russian

The Russian keyboard and language supports the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on)

To access more Cyrillic characters on the Russian keyboard layout, you can use one of the following methods:

- To type an uppercase character, you can press ⇧ and press a letter.
- Alternate characters are available for T, I, P, L, M, or $. To type an alternate character, double-press the primary character.
- To type an accented version of a character, press and hold the primary character. Then, you can select the accented character.
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Typing in Hebrew

The Hebrew keyboard supports the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- To type a letter from the Latin-based alphabet using a QWERTY keyboard layout, you can press ⇧ and press a letter.
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Typing in Hindi

The Hindi keyboard supports the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on)
- You can type alternate characters in two ways. You can press ⇧ and press a letter. A second method is to press and hold the primary character. Then, you can select the alternate character from the options.
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Typing in Japanese

The Japanese keyboard supports the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- To type a letter from the Latin-based alphabet using a QWERTY keyboard layout, you can press ⇧ and press a letter.
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Typing in Korean

The Korean keyboard supports the following features:

- The Korean language has more characters in the alphabet than there are keys on the keyboard. As a result, some keys have more than one native character on one key. You might need to use the keyboard mapping guide to determine how to access the second and third characters on each key.
- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- Alternate characters are available for Q, W, E, and R.
- You can type alternate characters in two ways. You can press ⇧ and press a letter. A second method is to press and hold the primary character. Then, you can select the alternate character from the options.
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Typing in Latin-based languages

The Latin-based languages that use a variation of the QWERTY, QWERTZ, or AZERTY keyboard layout support the following features:

- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- To type an uppercase character, you can press ⇧ and press a letter.
- To type an accented version of a character, press and hold the primary character. Then, you can select the accented character.
- To type a symbol, tap **?123** . To view more symbols, tap **&%**.

Typing in Thai

The Thai keyboard supports the following features:

- The Thai language has more characters in the alphabet than there are keys on the keyboard. As a result, there is more than one native character on one key. You can use the keyboard mapping guide that appears with the typing task to determine how to access the second and third characters on each key.
- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- To type an alternate character, you can press ⇧ and press a letter.
- To type an accented version of a character, you can press and hold the primary character. Then, you can select the accented character.
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Typing in Vietnamese

The Vietnamese keyboard supports the following features:

- The Vietnamese language has more characters in the alphabet than there are keys on the keyboard. As a result, some keys have more than one native character on one key. You might need to use the keyboard mapping guide to determine how to access the second and third characters on each key.
- Word prediction and flicking word suggestions up onto the screen (if you have this feature turned on).
- To type an uppercase character, you can press ⇧ and press a letter.
- To type an accented version of a character, you can press and hold the primary character. Then, you can select the accented character.
- Accented characters are available for E, O, A, and D. To type an accented character, double-tap the primary character.
- To type a symbol, tap **?123** . To view more symbols, tap **&%** .

Screen display

Change your backlighting

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Display**.
3. To adjust the brightness, move the slider back and forth.

Tip: After you swipe down from the top of the screen, if you see in the quick settings, you can tap to display the slider without going into the Display screen.

Change your font size

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Display**.
3. In the **Font Size** drop-down list, tap the size of font that you want to use.

Set your wallpaper

You can set a picture as your wallpaper. You can also choose a picture to display when your device is locked that is different from your home screen wallpaper.

1. Open a picture.
2. Tap > **Wallpaper**.
   You can edit the picture by cropping, adding filters, and more.
3. Tap **Done**.
4. Select **Lock Screen**, **Home Screen**, or **Both**.
5. Tap **OK**.

Tip: When all of your apps are closed, you can set the option to show only your wallpaper. Swipe down from the top of the screen. Tap **Settings** > **Display**. Turn on the **Show Wallpaper When All Apps Are Closed** switch. You can swipe right to see all of your app icons.

Turn on rotation lock

1. On the home screen, swipe down from the top of the screen.
2. Tap .

Use your device as a flashlight

You can add the option to use your device as a flashlight to the Quick Settings menu.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Quick Settings**.
3. Select the **Flashlight** checkbox.

Turn off icon labels in the action bar

By default, labels appear under icons in the action bar at the bottom of the screen. The labels identify and explain the signature actions available to you. If you turn off this setting, icon labels don't appear unless you touch and hold the icon in the action bar.

Tip: You can slide your finger between icons to see the labels. To avoid selecting an option, slide your finger outside of the action bar.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Display**.
3. Turn off the **Always Show Icon Labels** switch.

Accessibility

Your BlackBerry 10 device uses several well-established accessibility aids for people with disabilities. These aids include magnify mode, hearing aid mode, TTY support, closed captions, text size adjustment, and the BlackBerry Screen Reader.

Download the Accessibility PDF

What's new in accessibility

Your BlackBerry device is designed to help you stay productive with assistive technology for people with disabilities and special requirements. BlackBerry continues to improve the accessibility features on your BlackBerry device with updates to existing features and expanded gestures to use with the BlackBerry Screen Reader.

Gestures

- The "Where am I" gesture makes the BlackBerry Screen Reader describe the application and currently active point of regard. To use the "Where am I" gesture, tap the screen with two fingers. When you are on the home screen, the "Where am I" gesture reads information about the icon on the top left of the screen.

Application support for BlackBerry Screen Reader

The BlackBerry Screen Reader now supports the following applications:

- BlackBerry Remember
- Music
- Smart Tags

Settings

- You can now set the display using the Reverse Contrast feature.
- There is now a preview pane for Closed Captions settings.

BlackBerry Screen Reader

- You can rewind the BlackBerry Screen Reader to read up to the last ten spoken items.

BlackBerry Screen Reader

The BlackBerry Screen Reader is an assistive technology that lets users with vision impairment interact with their BlackBerry 10 device using speech output. The BlackBerry Screen Reader uses text-to-speech (TTS) to read screen content, such as documents, email messages, text messages (SMS or MMS), titles and properties of media files, and other text-based information. The BlackBerry Screen Reader also provides navigation cues by reading screen layout information, such as menu titles, page numbers, and links.

Turn on the BlackBerry Screen Reader

The BlackBerry Screen Reader is a text-to-speech (TTS) feature on your BlackBerry device. The first time you turn on the BlackBerry Screen Reader, the Help app automatically opens to help you learn about the gestures you can use.

1. To turn on the BlackBerry Screen Reader, triple-press the **Power/Lock** key.
2. To turn off the BlackBerry Screen Reader, triple-press the **Power/Lock** key again.

Tip: You can set your device to only turn on the BlackBerry Screen Reader from the device settings. If you don't intend to use this feature, you can turn off the **Enable using triple tap** option after you complete the initial device setup in Settings > Accessibility > Screen Reader.

Turn on the BlackBerry Screen Reader using device settings

The first time you turn on the BlackBerry Screen Reader, the Help app automatically opens to help you learn about the gestures you can use.

Tip:

If you don't want to see a verification message each time you turn on the BlackBerry Screen Reader from the device settings, turn off the **Confirmation Message** option in the BlackBerry Screen Reader section of the device settings.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility** > **Screen Reader**.
3. Turn on the **Screen Reader** switch.
4. Do one of the following:
   - Double-tap anywhere on the screen with two fingers to continue.
   - Tap **Cancel** to close the dialog box without turning on the BlackBerry Screen Reader
5. Close the BlackBerry Screen Reader settings in one of the following ways:
   - If the BlackBerry Screen Reader is turned on, swipe up from the bottom of the screen to minimize the screen. If your device has a trackpad, try not to touch it when you swipe up to unlock the screen. Swipe up from the left side or right side of the trackpad. With the point of regard on the minimized app, double-tap with two fingers to close the app.
   - If the BlackBerry Screen Reader is turned on, tap on the bottom left corner of the screen to set the point of regard. Then, double-tap to return to the Accessibility screen. Tap on the bottom left corner of the screen to set the point of regard. Then tap on the bottom left corner of the screen again to return to the System Settings screen. With the point of regard on the minimized app, double-tap with two fingers to close the app.
   - If the BlackBerry Screen Reader is turned off, swipe up from the bottom of the screen to minimize the screen. Tap to close the app.
   - If the BlackBerry Screen Reader is turned off, tap on the bottom left corner of the screen to return to the Accessibility screen. Tap again to return to the System Settings screen. Swipe up from the bottom of the screen to minimize the screen. Tap to close the app.

Gestures for the BlackBerry Screen Reader

If your BlackBerry device has a trackpad, you can use the BlackBerry Screen Reader gestures on the trackpad as well as on the touch screen.

Note: When the BlackBerry Screen Reader is turned on, you can use only BlackBerry Screen Reader gestures on the trackpad.

Gestures for the Quick Tasks mode

In Quick Tasks mode, you can change settings and access BlackBerry Screen Reader features. When you access Quick Tasks mode, a list of available tasks appears, and you have 3 seconds to complete a task. If you don't complete a task, the BlackBerry device closes the mode and vibrates briefly to notify you.

To access Quick Tasks mode, swipe down and to the right with one finger.

Task	Gesture
Change the speech volume	Swipe up with one finger to increase the volume. Swipe down with one finger to decrease the volume.
Change the speech speed	Swipe left with one finger to decrease the speech rate. Swipe right with one finger to increase the speech rate.
Replay the last item **Note:** You can rewind to hear the last 10 items spoken.	Swipe up with two fingers.
Spell the last item letter by letter	Swipe down with two fingers.
Spell the last item using the phonetic alphabet (for example, Alpha, Bravo, and so on)	Swipe down and hold with two fingers to spell the last item phonetically.
Turn on or turn off Dark Screen Mode	Tap once with two fingers.

Gestures for navigating on your device

Gestures that start at the edges of the screen (such as swiping down from the top to access Settings or swiping up from the bottom to minimize an app) are the same in the BlackBerry Screen Reader as they are in all other apps. However, when the BlackBerry Screen Reader is turned on, you can use additional gestures to help you navigate.

Task	Gesture
Set and read the point of regard A point of regard is a field, button, selection area, link, application, paragraph, sentence, word, title, picture, or any other screen element.	Tap the point of regard with one finger.
Access Discovery mode Discovery mode allows you to find and interact with points of regard, such as letters, words, buttons, links, menu items, and pictures. These points of regard are highlighted.	Tap and hold the point of regard with one finger, and then move your finger. The point of regard is set to the object under your finger.
Announce where the point of regard is set on your screen.	Tap the screen once with two fingers.

Task	Gesture
	You can use this gesture as a "Where am I" locator if you get lost on the screen. The BlackBerry Screen Reader reads the description, the location of the point of regard, and the application name.
Activate a point of regard When you activate a point of regard, you indicate that you want to interact with that part of the display.	Double-tap the point of regard with one finger.
Press and hold	Double-tap and hold.
Move to the next or previous point of regard	Swipe right with one finger to go to the next point of regard. Swipe left with one finger to go to the previous point of regard.
Pan or scroll a list	Swipe up with two fingers to scroll toward the top. Swipe down with two fingers to scroll toward the bottom. This action sets a new point of regard. An audio cue indicates that the scrolling action is complete, and the BlackBerry Screen Reader updates the point of regard so that you can continue reading from the new location.
Set the fields on a picker **Note:** A picker is an option selection tool that has more than one option. An example is a date picker with columns for you to select weekday, date, and month options.	Double-tap to expand the picker. Flick up or down to find the correct value in each column of the picker. Flick right or flick left to select a different column. An audio cue indicates that you are at the first or last column in the picker. The BlackBerry Screen Reader updates the point of regard and reads the default selection of each column. For example, in a date picker, the default is usually the current day.
Go to the top or begining of a page, list, section, text field or display area	Swipe up and hold with two fingers to go to the top of a page, list, or section, or the beginning of a text field.This action sets a new point of regard.
Go to the bottom or end of a page, list, section, text field, or display area	Swipe down and hold with two fingers to go to the bottom of a page, list, or section, or the end of a text field. This action sets a new point of regard.
Enter text navigation mode	Tap to make a text field the point of regard. Double-tap with two fingers to enter text navigation mode. The cursor is placed at the beginning of the text field.

Task	Gesture
Change a slider value	With the point of regard focused on the slider, flick up with one finger to increase the slider value. Flick down with one finger to decrease the slider value.
Move to the previous or next section of text or web content A section of text can be a character, word, line, sentence, or paragraph. A section of web content can be a header or link.	In text navigation mode, swipe left with one finger to go to the previous section of text or web content. Swipe right with one finger to go to the next section of text or web content.
Set the size of a text chunk A text chunk can be a character, word, line, sentence, paragraph, or a header or link on a webpage. The size of a text chunk is used to identify how far to skip ahead or go back in a document, web content, or other text.	Swipe up with one finger while in text navigation mode to increase the size. Swipe down with one finger while in the content to decrease the size.
Move left, right, up, or down	Swipe left, right, up, or down with three fingers.
Stop the BlackBerry Screen Reader from reading	Swipe down and to the left with one finger. When the BlackBerry Screen Reader reads a page of text, the point of regard remains on the last read item so that you can resume reading from the location where you stopped.
Perform the default action of the application	Double-tap with two fingers.
Read the time and date **Note:** You can use this gesture on any screen, even when a status bar is not present.	Quickly swipe down and then up with one finger.
Read the status bar information (including battery and network connectivity) **Note:** You can use this gesture on any screen, even when a status bar is not present.	Quickly swipe up and then down with one finger.

Gestures for the BlackBerry Calendar

Task	Gesture
Move to the next day, week, or month	Swipe right with three fingers.
Move to the previous day, week, or month	Swipe left with three fingers.

Gestures for the home screen

Task	Gesture
Minimize the application and show your minimized apps	Swipe up from the bottom. This gesture is the same as the one used in other applications.
Close a minimized app	With the point of regard on the minimized app, double-tap with two fingers.
Delete an app	Tap and hold with one finger, and then move your finger to the app. The point of regard is set under your finger. Then, double-tap with two fingers to delete the app.

Gestures for text entry and editing

When you select text to cut, copy, or delete, the size of the text block depends on the size of a text chunk you have set. A text chunk can be a character, word, line, sentence, or paragraph, or a header or link on a webpage.

Task	Gesture
Switch the BlackBerry Keyboard layout	With the point of regard on the BlackBerry Keyboard, swipe down with one finger.
Accept word prediction	Swipe up with one finger.
Select text	Double-tap and hold with one finger. This gesture selects a text chunk and includes the cursor position.
Clear a text selection	When you have text selected, double-tap and hold with one finger.
Extend the text selection	When you have text selected, swipe from left to right to increase the selection by one text chunk.
Decrease the text selection	When you have text selected, swipe from right to left to decrease the selection by one text chunk. If the text selection becomes empty when you swipe to decrease the selection, the selection extends in the opposite direction. For example, if you get to the beginning of the selected text, the new selection is the configured text chunk extending to the left. If you get to the end of the selected text, the new selection is beyond the previous end.

Task	Gesture
Change the size of a text chunk	Swipe up with one finger while in the content to increase the size. Swipe down with one finger while in the content to decrease the size.
Delete a block of text (for languages that read left to right)	Swipe from right to left with two fingers.
Delete a block of text (for languages that read right to left)	Swipe from left to right with two fingers.
Cut a block of text	Swipe left, and then right with two fingers.
Copy a block of text	Swipe right, and then left with two fingers.
Paste a block of text	After you copy or cut text, swipe down and then up with two fingers. When you successfully paste the text, the BlackBerry Screen Reader reads the content that you inserted.
Hide the touch screen keyboard **Note:** This gesture is only applicable to all-touch devices.	When the keyboard is visible, set the point of regard to the space bar, then double-tap and hold with one finger.

Gestures for the Phone app

Task	Gesture
Answer a call	Double-tap with two fingers on the Incoming Call screen.
Reject a call	Double-tap and hold with two fingers on the Incoming Call screen.
End a call	Double-tap and hold with two fingers anywhere on the screen.

Gestures for the BlackBerry Hub

Task	Gesture
Open a notification or message	Double-tap with one finger.
Open BlackBerry Hub Instant Actions to quickly triage an incoming notification	Double-tap with two fingers.
Expand an email folder	Triple-tap with one finger. In Discovery mode, tap and hold with one finger and double-tap with a second finger.

Task	Gesture
Collapse an email folder	Triple-tap with one finger. In Discovery mode, tap and hold with one finger and double-tap with a second finger.

Using the BlackBerry Screen Reader with an external keyboard

You can use the BlackBerry Screen Reader with an external keyboard, such as a Bluetooth enabled keyboard or a USB keyboard. You can control the BlackBerry Screen Reader using the following gestures on your external keyboard.

Goal	Action
Increase a text size chunk or slider value	Press the Up Arrow key.
Decrease a text size chunk or slider value	Press the Down Arrow key.
Move to the previous item	Press the Left Arrow key.
Move to the next item	Press the Right Arrow key.
Read from the top of the page	Press Ctrl+A.
Read from the current location	Press Ctrl+Shift+A.
Set and speak the current point of regard	Press Ctrl+Enter or Ctrl+Spacebar.
Access Discovery Mode **Note:** Discovery mode allows you to find and interact with points of regard, such as letters, words, buttons, links, menu items, and pictures. These points of regard are highlighted.	Press Ctrl+Shift+Enter or Ctrl+Shift+Spacebar.
Stop the BlackBerry Screen Reader from speaking	Press Ctrl+S.
Turn on or turn off Dark Mode	Press Ctrl+Shift+S.
Announce where the point of regard is set on your screen	Press Ctrl+Period (.) **Note:** You can use this gesture as a "Where am I" locator if you get lost on the screen. The BlackBerry Screen Reader reads the description, the location of the point of regard, and the application name.

Turn on the Dark Screen mode using gestures

When you turn on the BlackBerry Screen Reader you use gestures to complete tasks.

1. When you have the BlackBerry Screen Reader turned on, swipe down and to the right with one finger to access **Quick Tasks** mode.
2. Tap with two fingers to turn on or turn off **Dark Screen** Mode.

After 3 seconds, your device exits Quick Tasks Mode.

Turn on Dark Screen mode using device settings

If you use the BlackBerry Screen Reader, you can increase privacy and conserve battery life by turning off the screen backlight and using Dark Screen mode.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** to set the point of regard. Then, double-tap to activate the **Settings** menu.
3. Tap **Accessibility** to set the point of regard. Then, double-tap to activate the **Accessibility** option.
4. Tap **Screen Reader** to set the point of regard. Then, double-tap to activate the **Screen Reader** option.
5. Tap **Dark Screen Mode** to set the point of regard. Then, double-tap to activate the **Dark Screen Mode** option.
6. Close the BlackBerry Screen Reader settings in one of the following ways:
    - Swipe up from the bottom of the screen to minimize the screen. If your device has a trackpad, try not to touch it when you swipe up to unlock the screen. Swipe up from the left side or right side of the trackpad. With the point of regard on the minimized app, double-tap with two fingers to close the app.
    - Double-tap < on the bottom left corner of the screen to return to the Accessibility screen. Tap < on the bottom left corner of the screen again to return to the System Settings screen. With the point of regard on the minimized app, double-tap with two fingers to close the app.

Adjust the volume, speed, and pitch using gestures

You might want to increase the speed of the BlackBerry Screen Reader when you browse the Internet, or slow it down when you receive instructions. You can increase the volume when you're outside, or decrease it when you're at home or in a quieter space. You might also want to adjust the pitch. The BlackBerry Screen Reader lets you adjust the volume, speed, and pitch to provide a personalized experience for any situation.

When the BlackBerry Screen Reader is on, you can use gestures to complete tasks.

1. When you have the BlackBerry Screen Reader turned on, Tap the screen with one finger to open the BlackBerry Screen Reader settings.
2. Tap the **Pitch** field with one finger to set the point of regard. Swipe up with one finger to increase the **Pitch** slider value. Swipe down with one finger to decrease the **Pitch** slider value.
3. Swipe down and to the right with one finger to access **Quick Tasks** mode.
4. Do any of the following:
    - Swipe up with one finger to increase the volume. Swipe down with one finger to decrease the volume.
    - Swipe left with one finger to decrease the speech rate. Swipe right with one finger to increase the speech rate.

After three seconds, your device closes Quick Tasks Mode.

Adjust the volume, speed, and pitch using device settings

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** to set the point of regard. Then, double-tap to activate the **Settings** menu.
3. Tap **Accessibility** to set the point of regard. Then, double-tap to activate the **Accessibility** option.
4. Tap **Screen Reader** to set the point of regard. Then, double-tap to activate the **Screen Reader** option.
5. Do any of the following:
   - Swipe up with one finger to increase the volume. Swipe down with one finger to decrease the volume.
   - Tap the **Pitch** field with one finger to set the point of regard. Swipe up with one finger to increase the **Pitch** slider value. Swipe down with one finger to decrease the **Pitch** slider value.
   - Tap the **Speed** field with one finger to set the point of regard. Flick up with one finger to increase the speed.
6. Close the BlackBerry Screen Reader settings in one of the following ways:
   - Swipe up from the bottom of the screen to minimize the screen. If your device has a trackpad, try not to touch it when you swipe up to unlock the screen. Swipe up from the left side or right side of the trackpad. With the point of regard on the minimized app, double-tap with two fingers to close the app.
   - Tap < on the bottom left corner of the screen to set the point of regard. Then, double-tap < on the bottom left corner of the screen to return to the Accessibility screen. Tap < on the bottom left corner of the screen to set the point of regard. Then tap < on the bottom left corner of the screen again to return to the System Settings screen. With the point of regard on the minimized app, double-tap with two fingers to close the app.

Adjust the text or punctuation verbosity using gestures

When you are learning how to use the BlackBerry Screen Reader, you can set the verbosity to a higher setting. After you get more familiar with your BlackBerry device, you can change the verbosity to include less information. For example, when the BlackBerry Screen Reader pauses at the end of a sentence, it might not be necessary for the screen reader to indicate that there is a period or exclamation mark.

You can adjust two types of verbosity in the BlackBerry Screen Reader. Text verbosity includes noncontent words such as labels, the current list item of the total list items, and navigation tips. Punctuation verbosity includes the amount of punctuation that is read.

When you turn on the BlackBerry Screen Reader, you use gestures to complete tasks.

Tip: If your BlackBerry device has a trackpad, the swipe gestures listed in these instructions can be done using the trackpad or on the screen.

1. When you have the BlackBerry Screen Reader turned on, swipe down and to the right with one finger to access Quick Tasks mode.
2. Tap with one finger to open the BlackBerry Screen Reader settings.
3. To set the text verbosity, complete the following steps:
   a. Swipe to the right with one finger to move through the settings options until you reach **Verbosity**.

b. Tap **Verbosity** with one finger to set the point of regard.
c. Tap with one finger to activate the **Verbosity** field as the point of regard and open the drop-down list of options.
d. Tap with one finger set the point of regard on either the high verbosity or low verbosity options.
e. Double-tap with one finger to select your choice.

4. To set the punctuation verbosity, complete the following steps:
   a. Tap **Punctuation Verbosity** with one finger to set the point of regard.
   b. Double-tap with one finger to activate the **Punctuation Verbosity** field as the point of regard.
   c. Tap with one finger set the point of regard on your selected punctuation verbosity option.
   d. Double-tap with one finger to select your choice.

After 3 seconds, your device exits Quick Tasks mode.

Adjust the text or punctuation verbosity using device settings

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** to set the point of regard. Then, double-tap to activate the **Settings** menu.
3. Tap **Accessibility** to set the point of regard. Then, double-tap to activate the **Accessibility** option.
4. Tap **Screen Reader** to set the point of regard. Then, double-tap to activate the **Screen Reader** option.
5. To set text verbosity, complete the following steps:
   a. Tap **Verbosity** with one finger to set the point of regard.
   b. Tap with one finger to activate the **Verbosity** field as the point of regard and open the drop-down list of options.
   c. Tap with one finger set the point of regard on either the high verbosity or low verbosity options.
   d. Double-tap with one finger to select your choice.
6. To set punctuation verbosity, complete the following steps:
   a. Tap **Punctuation Verbosity** with one finger to set the point of regard.
   b. Tap with one finger to activate the **Punctuation Verbosity** field as the point of regard and open the drop-down list of options.
   c. From the drop-down list, tap **None** if you don't want any punctuation replaced with a spoken equivalent.
   d. Tap **Some** if you want the following symbols to be replaced with a spoken equivalent: # (number), $ (dollar), % (percent sign), & (ampersand), * (asterisk), + (plus), / (slash), = (equal), @ (at sign), and ^ (caret).
   e. Tap **Most** if you want to include the previous list, plus the following symbols: "(quotation mark), ((left parentheses),) (right parentheses), - (hyphen), _ (underscore), : (colon), ; (semicolon), < (left angle bracket), > (right angle bracket), [(left bracket),] (right bracket), \ (backslash), | (pipe symbol), ` (grave accent or apostrophe), ~ (tilde), { (left brace), and } (right brace).
   f. Tap **All** if you want to include all the previous lists of symbols, plus the following symbols: ? (question mark) and ! (exclamation point).
   g. After you have set the point of regard on one of the options in the drop-down list, double-tap with one finger to select your choice.
7. Close the BlackBerry Screen Reader settings in one of the following ways:

- Swipe up from the bottom of the screen to minimize the screen. If your device has a trackpad, try not to touch it when you swipe up to unlock the screen. Swipe up from the left side or right side of the trackpad. With the point of regard on the minimized app, double-tap with two fingers to close the app.
- Tap < on the bottom left corner of the screen to set the point of regard. Then, double-tap < on the bottom left corner of the screen to return to the Accessibility screen. Tap < on the bottom left corner of the screen to set the point of regard. Then tap < on the bottom left corner of the screen again to return to the System Settings screen. With the point of regard on the minimized app, double-tap with two fingers to close the app.

Using audio cues with BlackBerry Screen Reader

Your BlackBerry Screen Reader can emit audio cues for events on your BlackBerry device. By default, this setting is on and you hear audio cues for the following:

- A task error
- A task is starting or finishing
- A page or screen is refreshed or changed
- You changed a switch, checkbox or option
- A menu is opened or closed
- The keyboard is visible or hidden, if you have an all-touch device.

Turn on audio cues for the BlackBerry Screen Reader using gestures

When you turn on the BlackBerry Screen Reader, you use gestures to complete tasks.

1. When you have the BlackBerry Screen Reader turned on, swipe down and to the right with one finger to access Quick Tasks mode.
2. Tap with one finger to open the BlackBerry Screen Reader settings.
3. Tap **Screen Reader sounds** to set the point of regard. Then, double-tap to activate the **Screen Reader sounds** option.
4. Turn on the switch.

Turn on audio cues for the BlackBerry Screen Reader using device settings

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** to set the point of regard. Then, double- tap to activate the **Settings** menu.
3. Tap **Accessibility** to set the point of regard. Then, double-tap to activate the **Accessibility** option.
4. Tap **Screen Reader** to set the point of regard. Then, double-tap to activate the **Screen Reader** option.
5. Tap **Screen Reader sounds** to set the point of regard. Then, double-tap to activate the **Screen Reader sounds** option.
6. Turn on the switch.
7. Close the BlackBerry Screen Reader settings in one of the following ways:

- Swipe up from the bottom of the screen to minimize the screen. If your device has a trackpad, try not to touch it when you swipe up to unlock the screen. Swipe up from the left side or right side of the trackpad. With the point of regard on the minimized app, double-tap with two fingers to close the app.
- Tap < on the bottom left corner of the screen to set the point of regard. Then, double-tap < on the bottom left corner of the screen to return to the Accessibility screen. Tap < on the bottom left corner of the screen to set the point of regard. Then tap < on the bottom left corner of the screen again to return to the System Settings screen. With the point of regard on the minimized app, double-tap with two fingers to close the app.

Turn on the Silent on Calls setting using gestures

When you turn on the BlackBerry Screen Reader, you use gestures to complete tasks.

1. When you have the BlackBerry Screen Reader turned on, swipe down and to the right with one finger to access Quick Tasks mode.
2. Tap with one finger to open the BlackBerry Screen Reader settings.
3. Tap **Silent on Calls** to set the point of regard. Then, double-tap to turn on **Silent on Calls**.

Turn on the Silent on Calls setting using device settings

The Silent on Calls setting prevents the BlackBerry Screen Reader from reading screen information while you're on a call.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** to set the point of regard. Then, double-tap to activate the **Settings** menu.
3. Tap **Accessibility** to set the point of regard. Then, double-tap to activate the **Accessibility** option.
4. Tap **Screen Reader** to set the point of regard. Then, double-tap to activate the **Screen Reader** option.
5. Tap **Silent on Calls** to set the point of regard. Then, double-tap to turn on **Silent on Calls**.
6. Close the BlackBerry Screen Reader settings in one of the following ways:
   - Swipe up from the bottom of the screen to minimize the screen. If your device has a trackpad, try not to touch it when you swipe up to unlock the screen. Swipe up from the left side or right side of the trackpad. With the point of regard on the minimized app, double-tap with two fingers to close the app.
   - Tap < on the bottom left corner of the screen to set the point of regard. Then, double-tap < on the bottom left corner of the screen to return to the Accessibility screen. Tap < on the bottom left corner of the screen to set the point of regard. Then tap < on the bottom left corner of the screen again to return to the System Settings screen. With the point of regard on the minimized app, double-tap with two fingers to close the app.

Turn on the Keyboard Echo setting using gestures

Make sure you're saying what you think you're saying. The Keyboard Echo feature reads screen information when you type in a text field.

When you turn on the BlackBerry Screen Reader, you can use gestures to complete tasks.

1. When you have the BlackBerry Screen Reader turned on, swipe down and to the right with one finger to access Quick Tasks mode.
2. Tap with one finger to open the BlackBerry Screen Reader settings.
3. Tap **Keyboard Echo** to set the point of regard. Then, double-tap to activate the **Keyboard Echo** option.
4. In the **Keyboard Echo** drop-down list, double-tap **None**, **Characters**, **Words**, or **Characters and Words** to set the point of regard. Then, double-tap to activate your choice.

Turn on the Keyboard Echo setting using device settings

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** to set the point of regard. Then, double-tap to activate the **Settings** menu.
3. Tap **Accessibility** to set the point of regard. Then, double-tap to activate the **Accessibility** option.
4. Tap **Screen Reader** to set the point of regard. Then, double-tap to activate the **Screen Reader** option.
5. Tap **Keyboard Echo** to set the point of regard. Then, double-tap to activate the **Keyboard Echo** option.
6. In the **Keyboard Echo** drop-down list, double-tap **None**, **Characters**, **Words**, or **Characters and Words** to set the point of regard. Then, tap to activate your choice.
7. Close the BlackBerry Screen Reader settings in one of the following ways:
   - Swipe up from the bottom of the screen to minimize the screen. If your device has a trackpad, try not to touch it when you swipe up to unlock the screen. Swipe up from the left side or right side of the trackpad. With the point of regard on the minimized app, double-tap with two fingers to close the app.
   - Double-tap ❮ on the bottom left corner of the screen to return to the Accessibility screen. Tap ❮ on the bottom left corner of the screen again to return to the System Settings screen. With the point of regard on the minimized app, double-tap with two fingers to close the app.

Change BlackBerry Screen Reader language using gestures

If you speak more than one language, your BlackBerry Screen Reader can too. You can quickly change the text-to-speech (TTS) language if you're reading web content or email messages in a different language than the preferred language that you set for your BlackBerry device.

When you turn on the BlackBerry Screen Reader, you use gestures to complete tasks.

1. When you have the BlackBerry Screen Reader turned on, swipe down and to the right with one finger to access Quick Tasks mode.
2. Tap with one finger to open the BlackBerry Screen Reader settings.
3. Swipe down with two fingers to scroll to the bottom of the BlackBerry Screen Reader settings.
4. Tap **Screen Reader Language** to set the point of regard. Then, double-tap to activate the **Screen Reader Language** option and open the drop-down language list.

Change the BlackBerry Screen Reader language using device settings

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** to set the point of regard. Then, double-tap to activate the **Settings** menu.
3. Tap **Accessibility** to set the point of regard. Then, double-tap to activate the **Accessibility** option.
4. Tap **Screen Reader** to set the point of regard. Then, double-tap to activate the **Screen Reader** option.
5. Swipe down with two fingers to scroll to the bottom of the BlackBerry Screen Reader settings.
6. Tap **Screen Reader Language** to set the point of regard. Then, double- tap to activate the **Screen Reader Language** option and open the drop-down language list.
7. Tap on the language to set the point of regard. Then, double-tap to select the language.
8. Close the BlackBerry Screen Reader settings in one of the following ways:
   - Swipe up from the bottom of the screen to minimize the screen. If your device has a trackpad, try not to touch the trackpad when you swipe up to unlock the screen. Swipe up from the left side or right side of the trackpad. With the point of regard on the minimized app, double-tap with two fingers to close the app.
   - Double-tap < on the bottom left corner of the screen to return to the Accessibility screen. Tap < on the bottom left corner of the screen again to return to the System Settings screen. With the point of regard on the minimized app, double-tap with two fingers to close the app.

Stop the BlackBerry Screen Reader from reading dialog boxes, tips, and notifications

When a dialog box, tip, or notification appears on your BlackBerry device screen, the BlackBerry Screen Reader moves from your point of regard to the message on the screen. The BlackBerry Screen Reader reads the message from the top. If you don't want to hear the contents of the dialog box, tip, or notification, you can stop the BlackBerry Screen Reader from reading it.

Tap on the screen to stop reading the message.

Customize your accessibility settings

You can customize your BlackBerry device to help suit your needs. For example, you can magnify the screen, use your hearing aid with your device, and change the font size.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Change your settings.

Turn on Magnify mode

You can use Magnify mode to enlarge the information on your BlackBerry device screen. You can zoom in to or zoom out from the screen, even if you use an application that doesn't normally support zooming.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Turn on the **Magnify Mode** switch.
   The information on the screen immediately appears larger.
4. To move around the magnified screen, use two fingers to move the screen in the direction you want to go.

Customize the magnification level

When you use Magnify mode, you can customize the level of magnification on the screen.

To adjust the magnification without leaving your current screen, in magnification mode do one of the following:

- To increase the magnification, zoom in by sliding your fingers apart.
- To decrease the magnification, zoom out by sliding your fingers together.

If you reach the maximum magnification, your BlackBerry device vibrates.

Temporarily turn off Magnify mode

You may want to temporarily turn off the magnification of your screen to see the whole screen at once, and then turn on Magnify mode again to continue what you were doing.

Using two fingers, triple-tap anywhere on the screen.

To turn on Magnify mode again, triple-tap again.

Turn on the Reverse Contrast feature

The Reverse Contrast feature provides the option to change your display to a dark background with light text, and reverses the contrast of images.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.
3. Turn on the **Reverse Contrast** switch.

Turn on the Closed Captions setting

The Closed Captions setting displays text on your BlackBerry device screen when you play video files that support closed captioning. The captioned content specifies the default settings for Character and Caption Background.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility**.

3. Turn on the **Closed Captions** switch.
4. Change any of the **Character** settings for **Character Color**, **Character Opacity**, **Character Size**, or **Font**.
5. Change any of the **Caption Background** settings for **Caption Background Color** or **Caption Background Opacity**.

After you change any of the Character settings or Caption Background settings, you can see the changes in the Preview window.

Turn on Hearing Aid mode

This feature might not be supported depending on your BlackBerry device model. This feature only supports hearing aids equipped with a telecoil.

Hearing Aid mode is designed to improve the compatibility of your device with your hearing aid. When you have Hearing Aid mode turned on, appears on the status bar.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accessibility** > **Hearing Aid Settings**.
3. Turn on the **Hearing Aid Mode** switch.

Turn on TTY support

The TTY device that you want to connect to your BlackBerry device must operate at 45.45 bps.

TTY support is designed to allow your device to connect with an external TTY device that converts received calls to text.

If your TTY device is designed for use with a 2.5-mm headset jack, you must use an adapter accessory to connect your TTY device to your device.

1. Connect a TTY device to your device according to the instructions that came with your TTY device.
2. In the Phone app, swipe down from the top of the screen.
3. Tap **Settings** > **TTY**.
4. Turn on the **TTY** switch.

Tip: You can also turn on TTY support from your home screen. Swipe down from the top of the screen. Tap **Settings** > **Accessibility** > **TTY**.

Media cards and storage

A media card lets you store more pictures, videos, music, and documents on your BlackBerry device! The files that you store on your device can be transferred between your device and your computer in just a few steps.

Moving or copying media files and documents

You can drag and drop documents, pictures, videos, music, and other files by using your BlackBerry device as a drive on your computer.

You can also use BlackBerry Link to keep your media files and documents in sync between your device and your computer. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink. For more information about synchronizing media files and documents, see the Help in BlackBerry Link.

Tip: To locate files on your device, if you know the file or folder name, tap to search for it.

Transfer files between your computer and device using a USB connection

1. Using a USB cable, connect your BlackBerry device to your computer.

2. If necessary, enter your device password.
   Your device and media card appear as drives on your computer.
3. Go to the files or folders that you want to copy.
4. Drag and drop the files or folders.

Transfer files between your computer and device using a Wi-Fi connection

You must set a new storage access password each time that you turn on access to storage using a Wi-Fi network. Before files are moved over a Wi-Fi network, you are prompted to enter the storage access password.

1. On the home screen of your BlackBerry device, swipe down from the top of the screen.

2. Tap **Settings** > **About**.
3. In the **Category** drop-down list, tap **Network**. Make note of the **IPv4** address.
4. Tap .
5. Tap **Storage and Access**.
6. Turn on the **Access using Wi-Fi** switch.
7. Type a storage access password.
8. Tap **Identification on Network** and make note of the **Username**.
9. On your computer, do one of the following:
   - If your computer uses a Windows operating system, in a Run command, type the IP address using the following format: \\xxx.xxx.xxx.xxx.
   - If your computer uses a Mac operating system, click **Go** > **Connect to Server**. Type the IP address using the following format: smb://xxx.xxx.xxx.xxx.
10. Go to the files or folders that you want to copy.
11. When prompted, enter the username and storage access password.
12. Drag and drop the files or folders.

Using a media card

Want more space to store your ring tones, videos, pictures, and songs? For additional space to save documents and media files, you can insert a microSD card into your BlackBerry device. Using a media card can help to increase the performance and power efficiency of your device.

You might be able to move large amounts of data by simply moving the media card into another device that supports the microSD card.

Supported media cards

Your BlackBerry device supports media card sizes up to 128 GB. Only microSD cards are supported.

To use a media card larger than 32 GB, you may need to format the media card to FAT32 format. You can use your device to format your media card.

Format your media card

You can format your media card to help resolve an issue with the media card. When you format your media card, all of your media card data is deleted.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Storage and Access**.
3. Tap **Format Media Card**.

Wipe data from your media card

To help protect your privacy, you can permanently delete all of your media card data. Depending on the amount of data, this process might take some time.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Storage and Access**.
3. Tap **Erase Media Card**.

To use the media card again, you must format it.

Turn on encryption

Your BlackBerry device creates and stores an encryption key when you turn on encryption. Your device uses this encryption key to access encrypted files on your media card.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Encryption**.
3. Do any of the following:
   - Turn on the **Device Encryption** switch.
   - Turn on the **Media Card Encryption** switch.

CAUTION: Turn off encryption or back up your encrypted media card files before a security wipe. A security wipe is designed to delete your device data including the encryption key. Without the encryption key, your device can't access your encrypted media card files.

Check how much storage space is free

You can view the amount of used and free storage space available on your BlackBerry device and your media card. You can also see a breakdown of what types of files are taking up space.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Storage and Access**.
3. Tap **Device Storage Details** or **Media Card Details**.

Tip: The amount of available storage space displays when you minimize the **File Manager** app.

How do I free up storage space?

Note: The camera might not be available depending on your BlackBerry device model.

To make room for more files and apps, try any of the following:

- Save documents and media files on your media card. To automatically save camera pictures and videos on your media card, on the home screen, tap . Swipe down from the top of the screen and tap .
- Move documents and media files from your device to your media card using File Manager.
- Reduce the size of pictures that you take and videos that you record. To change the ratio option for your pictures and videos, on the home screen, tap > .
- Transfer some of your data to your computer using a USB connection, a Wi-Fi connection, or BlackBerry Link. To download BlackBerry Link, on your computer, visit www.blackberry.com/BlackBerryLink.
- Delete files that you don't need. To delete multiple items, in an app, tap > . Select the items and tap > .
- Delete apps that you don't use. To delete an app, on the home screen, touch and hold an app icon until the icons begin to blink. On the icon for the app that you want to delete, tap . If you don't see on the app icon, the app can't be deleted.
- Delete messages in the BlackBerry Hub that you don't need. You can delete individual messages and multiple messages. To delete messages only from your device, but keep them on the messaging server, in the BlackBerry Hub, tap > > **Display and Actions**. In the **Delete On** drop-down list, tap **Hub Only**. To delete all messages that were sent or received before a specific date, touch and hold the date bar. The messages are highlighted. Tap .
- Clear the BlackBerry Browser information and Browser history. In the Browser, tap > > **Privacy and Security**. Tap **Clear Cookies and Other Data**. Tap **Clear History**.
- Delete contacts you no longer need in the Contacts app.

Optimize your device's performance

If you find that your BlackBerry device is running unusally slow, try any of the following:

- Close any apps that you aren't using.
- Delete messages that you don't need to keep.
- In your browser privacy settings, clear your history, cookies, and other website data.

Error messages: Media card

If your BlackBerry device detects a possible problem or issue with your media card, you can view more details about the error in your Storage and Access settings.

Your media card isn't recognized

The media card might be in an unreadable format. Consider formatting the media card.

CAUTION: Media card data is deleted when you format a media card.

Media card is password protected

A password is blocking access to the media card and data stored on it. Insert a media card into your BlackBerry device that isn't password protected.

Your media card is read-only

You can view and open files on the media card. You can't move, delete, or modify the files on the media card.

Your media card isn't responding

The media card isn't communicating with your BlackBerry device. Consider using a different media card.

No media card was found

Make sure that there is a media card in your BlackBerry device and that it's inserted properly.

Using your device with BlackBerry Link

Use BlackBerry Link to manage your device and allow connections between your device and your computer. You can:

- Allow remote file access, so that your device can access files stored in the libraries on your computer.
- View and delete files that are stored on your computer from your device.
- Sync contacts and calendar appointments between your device and your computer.
- Sync music, pictures, videos, and documents between your device and your computer over a USB connection or a Wi-Fi connection.
- Back up and restore your device data.
- Transfer supported settings and data to a new device.
- Manage multiple devices on your computer that use the same or a different BlackBerry ID.
- Update or reinstall your device software.

To download the latest version of BlackBerry Link to your computer, visit www.blackberry.com/BlackBerryLink.

About pairing and connecting your device to a computer or tablet

You can install programs, such as BlackBerry Blend or BlackBerry Link, on your computer or tablet to enhance the experience with your BlackBerry device.

Use BlackBerry Blend to interact with your device from your computer or tablet. You can access your messages, files, and certain apps on your computer or tablet in the same way you'd use them on your device. You can:

- View and respond to messages and chats from different accounts in the BlackBerry Hub.
- Access your BBM chats, groups, and channels.
- Access your text (SMS) messages.
- View and update your calendar events and contacts.
- Copy and transfer your files between your device and computer or tablet.

You can use BlackBerry Blend to connect BlackBerry devices running BlackBerry 10 OS version 10.3 with computers and tablets running the following software:

- Windows 7 or later
- Mac OS X 10.7 or later
- iOS 6.0 or later
- Android 4.4 or later

To download the latest version of BlackBerry Blend to your computer or tablet, visit www.blackberry.com/BlackBerryBlend.

Use BlackBerry Link to manage your device and allow connections between your device and your computer. You can:

- Allow remote file access, so that your device can access files stored in the libraries on your computer.
- View and delete files that are stored on your computer from your device.
- Sync contacts and calendar appointments between your device and your computer.
- Sync music, pictures, videos, and documents between your device and your computer over a USB connection or a Wi-Fi connection.
- Back up and restore your device data.
- Transfer supported settings and data to a new device.
- Manage multiple devices on your computer that use the same or a different BlackBerry ID.
- Update or reinstall your device software.

BlackBerry Link supports BlackBerry devices running BlackBerry 10 OS and BlackBerry PlayBook tablets running BlackBerry PlayBook OS 2.1.

To download the latest version of BlackBerry Link to your computer, visit www.blackberry.com/BlackBerryLink.

Set up your computer with BlackBerry Link

The first time you open BlackBerry Link, you can give your computer a display name that identifies your computer on your device and in BlackBerry Link. BlackBerry Link displays the default pictures, videos, and documents libraries on your computer that you can sync with and access from your device.

To set up your BlackBerry ID with BlackBerry Link, make sure that your computer is connected to the Internet.

1. On your computer, open BlackBerry Link.
2. Type a display name for your computer. Click **Next**.
3. Select the music sources on your computer, such as Windows Media Player or iTunes. On a Mac computer, you can also select the folders for your **Documents** library.
4. If you have an Internet connection, sign in to or create a BlackBerry ID.
5. Select the checkboxes beside the devices you want to grant remote file access to.
6. Click **Finish**.

Set up your device in BlackBerry Link

When you set up your device in BlackBerry Link, you can give your device a display name. This name appears on your device and also identifies your device in BlackBerry Link.

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer using a USB cable.
3. If necessary, type the password for your device.
4. At the side of the BlackBerry Link window, click your device.
5. Type a display name for your device.
6. Do one of the following:
   - To establish a permanent connection with your computer, on a Windows computer, select the **Manage this device with BlackBerry Link** option. On a Mac computer, select the **Link this device and this computer** option.
   - To establish a one-time connection with your computer, on a Windows computer, select the **This is a one-time connection; do not manage this device with BlackBerry Link** option. On a Mac computer, select the **Do not link this device and this computer. This is a one-time connection.** option.
7. Do one of the following:
   - To add your device to BlackBerry Link without transferring data from an old device or updating the device software, on a Windows computer, click **Start Using My Device**. On a Mac computer, click **Next** > **Finish**.
   - To transfer data before you add your device to BlackBerry Link, on a Windows computer, click **Switch Devices**. On a Mac computer, click **Transfer Data**. Follow the instructions on the screen.

If you want to stop associating your device with BlackBerry Link, you can remove your device from BlackBerry Link. If your device is associated with a BlackBerry ID, sign out of BlackBerry ID first.

1. On your computer, open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.
3. Click **Remove Device**.
4. On a Windows computer, click **OK**. On a Mac computer, click **Remove**.

About BlackBerry ID and BlackBerry Link

Your BlackBerry ID is a username (email address) and password used to access multiple BlackBerry products and services, such as BBM and the BlackBerry World storefront. In many situations, your BlackBerry ID allows BlackBerry products to work seamlessly without prompting you to enter your username and password.

If you don't have a BlackBerry ID and you want one, you can create it from BlackBerry Link.

When you sign in with your BlackBerry ID in BlackBerry Link or BlackBerry Blend, your computer becomes another device that is associated with your BlackBerry ID. All your devices associated with your BlackBerry ID appear in BlackBerry Link.

About remote file access

Imagine arriving at a meeting, only to discover that a document you need is on your computer. Remote file access lets you use the File Manager app on your device to access and manage media and documents on the computer that BlackBerry Link is installed on.

By default, devices you add to BlackBerry Link can access files in the media and documents libraries on your computer, as long as they are associated with the same BlackBerry ID you use in BlackBerry Link. You can turn off remote access for specific devices.

View paired computers

Your BlackBerry device can be connected to up to ten computers using BlackBerry Link.

1. On your device, on the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Device Connections**.

Tip: To access your computer files over the mobile network, turn on the **Use Mobile Network** switch.

To remove a computer from the list, touch and hold a computer. Tap .

Access files stored on your computer

To use this feature, BlackBerry Link must be open on your computer, and associated with your BlackBerry ID. By default, remote file access is turned on when you add a new device to BlackBerry Link. On your computer, you can specify the folders that you want to access.

1. Connect your device to a wireless network. For example, a Wi-Fi network.
2. On the home screen of your device, swipe down from the top of the screen.

3. Tap **Settings** > **Device Connections**.
4. Turn on the **Allow Connections** switch.
5. Tap the computer you want to access.
6. To switch between paired computers, in the File Manager app, tap .
   If BlackBerry Balance is enabled on your device, use the File Manager app in your personal space.

Tip: Check your computer settings or connect it to a power source to prevent your computer from entering sleep mode or turning off.

Edit or delete a file

On your device, do one of the following:

- To edit a file that's stored on your computer, tap the file. If your BlackBerry device supports editing the file, tap .

  If you save your changes in the default location, indicates when BlackBerry Link is syncing the file and overwriting the original version on your computer.
- To permanently delete a file from your device that's stored on your computer, touch and hold a file. Tap .

Copy a file from your computer to your device

After you save a file that's stored on your computer to your BlackBerry device, you can view the file even when you're not connected to the Internet.

1. On your device, touch and hold a file that's stored on your computer.
2. Tap .
3. Navigate to where you want to save the file. For example, your media card.
4. Tap **Paste**.

If BlackBerry Link syncs your device and computer files, you might have two versions of the file on your computer (the original file and the version that you saved to your device). Make sure that you open the version that you last edited before making more updates to the file.

About backing up device data

Using BlackBerry Link, you can back up and restore most of the data on your BlackBerry device. You can back up your settings, phone history, fonts, saved searches, messages, organizer data, browser bookmarks, and media files.

You should regularly create and save a backup file on your computer, especially before you update any software. Maintaining a current backup file on your computer might allow you to recover device data if your device is lost, stolen, or corrupted by an unforeseen issue.

Note: If your device is activated on BlackBerry Enterprise Service 10, contact your administrator to verify if you are able to back up and restore your device data.

Set backup preferences in BlackBerry Link

You can set the option to back up your BlackBerry device automatically when you connect your device to your computer. You can also customize the backup file name that BlackBerry Link creates and select which types of data to include in your backup file.

On a Windows computer, do the following:

1. Open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.
3. Click **Back Up & Restore**.

   By default, BlackBerry Link performs a quick backup of your device, including all data except your media files and applications.
4. Do one of the following:

   - To set the option to back up your device automatically, select the **Automatically back up my device** checkbox. In the drop-down list, select how often you want to back up your device data.
   - To back up all of your device data, select the **Full Backup** option.
   - To back up specific data, select the **Custom Backup** option. Click **Configure**. Select the checkboxes beside the data that you want to include in your backup files.

On a Mac computer, do the following:

1. Open BlackBerry Link.
2. At the side of the BlackBerry Link window, click your device.
3. Click **Back Up & Restore**.

   By default, BlackBerry Link backs up all of your device data.
4. Do one the following:

   - To set the option to back up your device automatically, select the **Back up my device** checkbox. In the drop-down list, select how often you want to back up your device data.
   - To back up specific data, choose the **Select data to include in your backup files** checkbox. Select the checkboxes beside the data you want to include in your backup files.

Back up your device data

You can manually back up the data on your BlackBerry device at any time. By default, BlackBerry Link performs a quick backup of your device, including all data except your media files and applications. If you set backup preferences, BlackBerry Link creates a backup file containing the data you specify

1. On your computer, open BlackBerry Link.

2. Connect your device to your computer using a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. Click **Back Up & Restore**.
5. On a Windows computer, click **Back Up Device**. On a Mac computer, click **Back Up Now**.

Restore your device data

With BlackBerry Link, you can restore backup files that include supported data from devices running BlackBerry Device Software 5.0 or later and BlackBerry 10 OS.

On a Windows computer, do the following:

1. Open BlackBerry Link.
2. Connect your device to your computer using a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. Click **Back Up & Restore**.
5. Do one of the following:
   - To restore all of the data in a backup file to your device, click a backup file.
   - To restore specific data in a backup file to your device, click a backup file. Click the **Custom Restore** option. Clear the checkbox beside one or more databases that you don't want to restore.
   - To restore data from a backup file that isn't listed, click . Navigate to the .bbb or .ipd file. Click **OK**.
6. Click **Restore**.

On a Mac computer, do the following:

1. Open BlackBerry Link.
2. Connect your device to your computer using a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. Click **Back Up & Restore**.
5. Click **Restore Device**.
6. Do one of the following:
   - To restore all of the data in a backup file to your device, click a backup file.
   - To restore specific data in a backup file to your device, click a backup file. Clear the **Restore all data** checkbox. Clear the checkbox beside one or more databases that you don't want to restore.
   - To restore data from a backup file that is not listed, click **Change**. Navigate to the .bbb file or .ipd file. Click **OK**.
   - To remove all of your device data and restore your device to its default factory settings, click **Restore to factory settings**.
7. Click **Restore**.

About updating your device software with BlackBerry Link

You might want to update your device software for any of the following reasons:

- To access the latest apps and features
- To resolve a technical issue
- Your service provider requires that you update your device software

If a new version of the device software is available for your device, a notification appears on your computer, beside your device name in BlackBerry Link. You can choose to automatically download device software updates as well as updates to BlackBerry Link software.

Your data and settings are automatically restored on your device when the software update is complete. It could take up to an hour to update your device software. During that time, you can't disconnect your device from your computer.

Update your device software with BlackBerry Link

Before you begin, make sure that your computer is connected to the Internet.

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer with a USB cable.
3. At the side of the BlackBerry Link window, click your device.
4. Click **Software Updates** > **Check for Updates**.
5. If a software update is available, click **Install Update**.

Note: If you want software updates to be installed automatically when you connect your device to BlackBerry Link, select the **Automatically download updates for your device software and BlackBerry Link** checkbox.

Restore your device to its factory default settings using BlackBerry Link

If you restore your BlackBerry device to its default settings, BlackBerry Link deletes all of the data and third-party applications from your device. Any IT policies that are applied to your device are also deleted. After you restore your device to its default settings, you can run the setup application on your device to begin using the device again.

Before you begin, you should back up your data so that you have a copy on your computer.

CAUTION: You can't stop the process of restoring your device to its default settings after you start it. If you reset your device, the process continues after the device restarts.

1. On your computer, open BlackBerry Link.
2. Connect your device to your computer using a USB cable.
3. At the side of the BlackBerry Link window, click your device.

4. Do one of the following:
    - On a Windows computer, click **Back Up & Restore**. Click **Factory Reset**.
    - On a Mac computer, at the top of the screen, click **BlackBerry Link** > **Preferences**. Click **Reload** > **Reload**.

Troubleshooting: BlackBerry Link

I can't access files on my computer

To access your computer files using your BlackBerry device, BlackBerry Link must be open on a computer that's connected to the Internet.

If you don't see your computer as a source in the File Manager app, try the following:

1. Minimize the File Manager app and verify that you don't see the icon on the app. If you see this icon, use the File Manager app in your personal space.
2. On the home screen, swipe down from the top of the screen.
3. Verify that your device is connected to a wireless network.
4. Tap **Settings**.
5. Do the following:
    - In the **BlackBerry ID** section, verify that you are signed in using the same BlackBerry ID as on your computer.
    - If your device is connected to a mobile network instead of a Wi-Fi network, in the **Device Connections** section, turn on the **Use Mobile Network** switch.
    - In the **Device Connections** section, verify that the **Allow Connections** switch is turned on.

If you still can't see your computer files, on your computer, try any of the following:

- Verify that your computer is turned on and not in sleep mode.
- Verify that your computer has an active Internet connection.
- Confirm that you are signed in to your **BlackBerry ID** in BlackBerry Link.
- Verify that the files that you want to access are in the location that is specified in BlackBerry Link.
- Some work or public networks might prevent you from accessing your files on your device. Try connecting to a different network and try again.

I don't see my device in BlackBerry Link

On your device, try the following:

- Swipe down from the top of the screen.Tap **Settings**. In the **BlackBerry ID** section, verify that you are signed in using the same BlackBerry ID as on your computer.
- If your device is connected to a mobile network instead of a Wi-Fi network, in the **Device Connections** section, turn on the **Use Mobile Network** switch.

- In the **Device Connections** section, verify that the **Allow Connections** switch is turned on.

On your computer, try the following:

- Turn off synchronization applications or antivirus applications temporarily.
- Sign out of BlackBerry Link and sign in again.
- Reset your BlackBerry ID username and password at www.blackberry.com/bbid.
- If you're using antivirus software on your computer, check that the firewall is not blocking your connection to BlackBerry Link.

I can't create a backup file that contains all of my device data

Try the following:

- Connect your BlackBerry device to your computer using a USB cable. You can't create a backup file of your device data over a Wi-Fi network.
- On your device, verify that you are signed in to your BlackBerry ID. If you are not signed in, BlackBerry Link can't back up the data in your personal space.
- Verify that you entered the password on your device to unlock your work space. BlackBerry Link can't back up the data in your work space if your work space is locked.
- If your device is activated on BlackBerry Enterprise Service 10, verify with your administrator that you can restore data to your device.

I can't restore a backup file to my device

Try the following:

- Connect your BlackBerry device to your computer using a USB cable. You can't restore the data to your device over a Wi-Fi network.
- On your device, verify that you are signed in to your BlackBerry ID on your device. If you are not signed in, BlackBerry Link can't restore the data to your personal space.
- Verify that the same BlackBerry ID used on the device to create the backup file is being used on the device you are trying to restore the backup file to. On your device, try signing in to the BlackBerry ID that is associated with the backup file.
- If your device is activated on BlackBerry Enterprise Service 10, verify that you entered the password on your device to unlock your work space. BlackBerry Link can't restore the data to your work space if your work space is locked.
- If your device is activated on BlackBerry Enterprise Service 10, verify with your administrator that you can restore data to your device.

Applications and features

Organizing apps

Leave an app or close an app

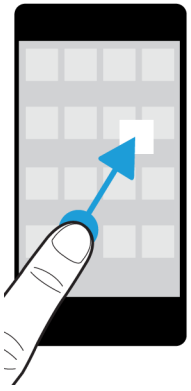
Instead of closing an app when you're done using it, you can make multitasking easier by minimizing an app. You can see your open apps arranged as Active Frames on the home screen, and you can tap an Active Frame to return the app to full screen. Once you minimize an app, you can close it from the home screen.

1. To minimize an app, swipe up from the bottom of the screen. The app is arranged as an Active Frame on the home screen.
2. To close an app after you minimize it, on the home screen, on an Active Frame, tap ✕ .

Move an app icon or open app around the home screen

You can rearrange the app icons or open apps on the home screen so that they are where you want them to be. For instance, if you're right-handed, you can arrange your frequently used apps on the right side of the screen. Then when you're using your BlackBerry device with one hand, it's easier to open those apps.

1. On the home screen, touch and hold an app icon or open app until all of the icons or open apps start to blink.
2. Drag the icon or app to a different location on the home screen and release your finger.



Add folders to the home screen

You can organize your app icons by adding folders to the home screen. For example, you can add a folder for all of the games that you download and a folder for all of your business and productivity apps. To hide unused apps, you can add a folder to the home screen and put all of your unused apps in that folder.

1. Touch and hold an app icon until all of the icons start to blink.
2. Drag the app icon on top of another app icon that you want to include in the same folder.
3. Type the name of the folder.
4. Tap **Create**.

Move an app icon out of a folder

1. In a folder on the home screen, touch and hold an app icon until all of the icons start to blink.
2. Drag the app icon to the bottom of the screen and release.

Deleting apps

You can delete apps from the home screen of your BlackBerry device, or you can delete the apps that you download from the BlackBerry World storefront. Some apps are part of the core BlackBerry experience and can't be deleted.

Delete a downloaded app from BlackBerry World

If you might want to reinstall an app later, you can uninstall it. You can reinstall these apps later without purchasing them again.

1. On the BlackBerry World home screen, tap ☰ > **My World**.
2. Tap **My Apps & Games**.
3. Tap **Installed**.
4. Touch and hold an item, and tap 🗑.
   - If you think that you might want to reinstall the app later, tap **Uninstall**.
   - If you want to permanently delete the app, tap **Delete**.

Uninstalled apps and games are listed on your **My World** screen. To see this list, tap **My Apps & Games** > **Available**.

Delete an app from your home screen

1. On the home screen of your BlackBerry device, touch and hold an app icon until the icons begin to blink.
2. On an app icon, tap .

Tip: Some app icons on your home screen are part of the core BlackBerry experience. These apps can't be deleted, and the delete icon doesn't appear on these app icons.

Reinstall an app or game

1. On the BlackBerry World home screen, tap > **My World** > **My Apps & Games**.
2. Tap **Available**.
   - To reinstall one app or game, tap next to the app or game that you want to install.
   - To reinstall multiple apps and games, at the bottom of the screen, tap > . Tap the apps and games that you want to reinstall. Tap .

When you switch to a new BlackBerry device, some apps you downloaded from BlackBerry World might not be available for use on your new device. Subject to any statutory rights you may have, you will not be refunded for purchased apps if those apps are not available for use on your new BlackBerry device.

Rename a folder

1. On the home screen, tap a folder.
2. At the bottom of the screen, touch and hold the folder name.
3. Type the new name of the folder.
4. Tap **Rename**.

About the BlackBerry Assistant

You can use the BlackBerry Assistant to perform various personal and work tasks, and interact with your device using natural language.

The BlackBerry Assistant can make multitasking easier. Instead of navigating to a specific app, you can simply open the BlackBerry Assistant and speak your requests. The BlackBerry Assistant responds to help you complete the task or interaction quickly.

If you're in a meeting and need to keep things quiet, you can also type your requests in the BlackBerry Assistant using natural language. When you type your requests, the BlackBerry Assistant stays silent and responds with only text on the screen.

When you speak your requests through a Bluetooth enabled device such as a headset, the BlackBerry Assistant responds with more detailed information and instructions to help you complete tasks without looking at the screen.

Open the BlackBerry Assistant

Do any of the following:

- On the home screen, tap .
- Press and hold the **Mute** key on the right side of your device.

Open the BlackBerry Assistant when your device is connected to a car

If your car kit supports hands-free calling and the Phone Book Access Profile (PBAP), you can open the BlackBerry Assistant hands-free when your device is connected to a car using Bluetooth technology.

1. When prompted by your car kit to say a request, say "Call BlackBerry Assistant."
2. Say a request that is supported by the BlackBerry Assistant.

Things you can do with the BlackBerry Assistant

You can use the BlackBerry Assistant to perform various tasks within the following apps and services. Depending on your device language, BlackBerry Assistant settings, or wireless network, you might not be able to perform some of these tasks.

App or Service	Tasks
	Email Send an email, reply to an email, and search your email messages.
	BBM Send a BBM message, reply to a BBM message, and search your BBM messages.
	Phone Make a call by using a contact name or phone number, and check or return your missed calls.
	Calendar Create a calendar event, edit a calendar event, invite colleagues to a meeting, and search your calendar.
	Knowledge Get answers to thousands of questions with the help of Wolfram Alpha.

App or Service	Tasks
	Text Messaging Send a text message, reply to a text message, and search your text messages.
	Apps and Settings Open apps and change some of your device settings.
	Search Search the Internet with your preferred search engine, or search your device by keyword.
	Navigation Get directions to a specific address, city center, or point of interest.
	Alarm Set a new alarm, change existing alarms to a new time or frequency, and turn off alarms.
	Timer Set the timer, and pause, resume, or stop the timer.
	Facebook Send a Facebook message, search your messages, and update your Facebook status.
	Twitter Post a tweet, find out what topics are trending, search your Twitter direct messages, and send a direct message.
	Foursquare Check in to your favorite locations with Foursquare.
	Music Search your music library, play your favorite songs or playlists, and pause, shuffle, or skip songs while they play.
	Reminders Create tasks, notes, and reminders in BlackBerry Remember, and search your tasks, notes, and reminders.
	Weather Check your local forecast, a different city's forecast, and other weather information.
	Places Find businesses and points of interest nearby, or find businesses and points of interest in a different city.

App or Service	Tasks
	Sports Check scores, schedules, standings, and other info for various professional sports leagues in North America and Europe.
	Movies Check movie times for a specific movie, or check what's playing at a specific theater.

Learn what you can say or type in the BlackBerry Assistant

You can find a list of sample requests that you can say or type for each app or service that the BlackBerry Assistant supports. Depending on your device language, BlackBerry Assistant settings, or wireless network, some apps or services might not be available.

1. On the BlackBerry Assistant home screen, tap ⓘ .
2. Tap an app or service to see a list of sample requests.

Change your BlackBerry Assistant language settings

If your BlackBerry Assistant language setting is different from your device language setting, your BlackBerry Assistant experience might be impacted. Text on the screen appears in your device language, but you can say or type requests only in your BlackBerry Assistant language.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **BlackBerry Assistant**.
3. In the **Language** drop-down list, tap a language.

Note: The BlackBerry Assistant supports more languages when Full Assistance mode is turned off.

Turn off full assistance mode

When you turn off Full Assistance mode, you can still use the BlackBerry Assistant to dial phone numbers and search your device. The BlackBerry Assistant supports more languages when Full Assistance mode is turned off.

1. On the home screen, swipe down from the top of the screen.
2. Tap ⚙ **Settings** > **BlackBerry Assistant**.
3. Turn off the **Full Assistance** switch.

Change your search settings

You can specify which categories to include in searches, and which search engines to use to extend your searches to the Internet.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry Assistant** > **Device Search Settings**.
3. Do any of the following:
   - To specify which categories to include in searches, tap **Categories**.
   - To specify which search engines to use when you extend your searches to the Internet, tap **Extended**.

Tip: To change the order of categories or search engines, touch and hold a category or search engine. Tap ^ or v.

Change your voice interaction settings

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry Assistant**.
3. Do any of the following:
   - To turn on or turn off voice responses, in the **Voice Response** drop-down list, tap **On** or **Off**.
   - To hear voice responses only when you're using a Bluetooth enabled device, in the **Voice Response** drop-down list, tap **With Bluetooth Device Only**.
   - To open the BlackBerry Assistant by pressing and holding the Mute key, turn on the **Activate With Mute Key** switch.
   - To open the BlackBerry Assistant using the Mute key while your device or screen is locked, turn on the **Use Assistant when locked** switch.
   - To censor offensive words in your voice interactions, turn on the **Censor Offensive Words** switch.

Calendar

About the Calendar app

If you subscribe to public calendars, such as movie theater calendars or school calendars, the events from those calendars can also appear in the Calendar app.

Even if you don't add any accounts to your device, you can still use the Calendar app to create and manage meetings, appointments, and events.

Subscribe to a public calendar on your device

Make sure you have the address for the public calendar in iCalShare (ICS) format.

You can add a public calendar that uses the ICS format to your BlackBerry device so that you can see that calendar in the Calendar app. When the owner of the calendar makes changes to events, the changes are synced to your device. Only the owner can change events in a public calendar.You can also open public calendar links in the BlackBerry Browser or in an email and quickly add them to the calendar in the Calendar app.

1. On the home screen, swipe down from the top of the screen.
2. Tap > **Accounts** > > **Subscribed Calendar**.
3. In the **Calendar Name** field, enter a name for the calendar.
4. In the **Server Address** field, enter the address for the public calendar in ICS format.
5. Tap **Done**.

Tip: If you tap a link to a public calendar you don't subscribe to in the BlackBerry Browser, you are automatically directed to the **Subscribed Calendar** screen, and information about the public calendar is automatically populated.

View your events

You can view your calendar events for a day, week, or month. You can also go to a particular date in any calendar view by tapping .

1. In the Calendar app, tap .
2. Do one of the following:
   - To view events for a single day, tap .
   - To view events for a week, tap . Try using the pinch gesture to zoom in and see a more detailed view.
   - To view events for a month, tap . Numbers on the calendar are sized depending on the number of events booked for the work day: the bigger the number, the more you have planned for the day. Tap on a work day to see your agenda in a list at the bottom of the screen.
   - To view a year, in month view, swipe left.
   - To see an agenda view, tap .

Tip: To scroll through multiple months in your calendar, in the month view, swipe up or down on the screen.

Find email and files associated with an event

Your BlackBerry device searches your data to find email and files that might be relevant to your event. For example, if you're meeting with people to review a document, your device might show that document.

1. In the Calendar app, tap an event.
2. Tap **Emails**.

Create an event in the Calendar app

1. In the Calendar app, tap + .
2. Enter the information for the event.
3. Tap **Save**.

Tip: In any schedule view (for example, in the day schedule view or in the week schedule view), you can create an event by just tapping a spot on the schedule. Tap the new event block that appears, to change the event.

Invite people to an event

If your account supports adding participants to events, then you can add participants either when you create the event, or after. If you added a Microsoft Exchange work account, you can connect to the remote server to add people who aren't in your contact list.

When you create or change an event, tap the **Participants** field.

- If the person that you want to add is in your contact list, start typing a name. Tap the name in the list.
- If the person that you want to add is in your organization, and you added your work account to your device, type the name. Tap **Look up**.

Tip: Some accounts might let you view the participants' availability. After you add the participants to the event, tap the event time. If participants have a schedule conflict, their names appear in red next to the time slider at the top of the screen. To find a time that works for everyone, tap and move the slider until the participants' names turn green.

Add a location to an event

When you create or change an event, do one of the following:

- To type a location manually, in the **Location** field, type a location.
- To open the Maps app and choose a location, in the **Location** field, tap . Choose a location.

Preview time zones in an event

If you are meeting with people in another time zone, when you create or change an event, you can preview what time your event takes place in the other time zone.

1. When you create or change an event, tap the time for the event.
2. Tap .
3. Tap the time zones that are applicable to your event.
4. Tap **Done**.

The times for your event in the impacted time zones appear above your event start time.

Schedule a recurring event

1. When you create or change an event, tap the time for the event.
2. In the **Repeats** drop-down list, tap an option.
3. When you're finished, tap .

Change the availability status or reminder time for an event

When you create an event, to save you time, the BlackBerry Calendar app uses your default settings for the event's availability status and the reminder time. You can change these settings.

1. When you create or change an event, tap the **Calendar** drop-down list.
   - To change the availability status, in the **Status** drop-down list, tap **Busy**, **Out of Office**, **Free**, or **Tentative**.
   - To change the reminder time, in the **Reminder** drop-down list, tap an option.
2. Tap **Save**.

Add conference call details to an event

When you add conference call details to a meeting or event, participants with BlackBerry devices can use the Join Now feature to join the conference call without dialing the various numbers and conference call bridges.

Tip: You can save your conference call details in the BlackBerry Calendar app settings so that you don't have to manually add the details to each conference call meeting.

1. When you create or change an event, tap the **Calendar** drop-down list.
2. In the **Conference** drop-down list, do one of the following:
   - To add new conference call details to your event, tap **Add Bridge**. Enter a name, the phone numbers, and the access codes. Tap **Save**.

- If you have conference call details saved in your Calendar app settings, tap a conference call bridge.

Add a task to the Calendar app

When you add a task to the Calendar app, your task is added to both the Calendar app and the Remember app.

1. In the Calendar app, tap ⋮ > ✓ .
2. Enter your task details.
3. Tap **Save**.

Tip: To see your task in the Remember app, on the home screen, open the app.

Hide a calendar

You can temporarily hide calendars from the main view in your Calendar app.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap 31 .
3. Clear the check box beside the calendar that you want to hide.

Change or delete an event

If you're the organizer of an event, you can change or delete it.

In the Calendar app, touch and hold an event.

- To change an event, tap ✎ . Make your changes. Tap **Save**.
- To delete an event, tap 🗑 .

Change the snooze time for a calendar reminder

You can customize a snooze time for a calendar reminder. For example, if you receive a reminder 15 minutes before a meeting, and you want to receive another reminder 1 minute before the meeting, you can customize the snooze time to your needs.

In a Calendar reminder, do one of the following:

- To snooze a reminder for the default time set by the meeting organizer, tap **Snooze**.
- To set a custom snooze time, tap **Custom**. Select a snooze time.

Create a follow-up meeting

When you create a follow-up meeting, the meeting details such as the participants, subject, and notes from the original event are added to the follow-up meeting. Follow-up meetings can be created from past and future calendar events.

1. Open a calendar event.
2. Tap ⋮ > ↻ .
3. Enter the information for the follow-up meeting.
4. Tap **Save**.

Join a conference call from a meeting reminder

If a meeting in your calendar includes conference call info, you might be able to join the call with one tap instead of dialing the conference call numbers manually.

In the meeting reminder, tap **Join Now**.

Save conference call details in the Calendar app

You can save the conference call bridge info in your BlackBerry Calendar app so that you can quickly add that info to your meeting invitations.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap ⚙ > **Mobile Conferencing** > + .
3. Enter the conference call bridge information, such as phone numbers and access codes.
4. Tap **Save**.

Add WebEx details to an event

If you download the Cisco WebEx Meetings app, and have a valid account that allows the scheduling of WebEx meetings, you can add WebEx details to the calendar events that you organize that have at least one participant.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your BlackBerry device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

1. When you create a calendar event, tap the **Calendar** drop-down list.
2. Turn on the **Add WebEx** switch.
3. Tap **Save**.

4. On the **WebEx Meeting** screen, enter your WebEx password.
5. Tap **Schedule**.

WebEx details are sent to the event organizer and participants in an email.

Add WebEx details to an existing event

If you're the organizer of a scheduled calendar event, and you are logged in to the Cisco WebEx Meetings app on your BlackBerry device, you can add WebEx details to the existing event.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

1. When you change an event, tap the **Calendar** drop-down list.
2. Turn on the **Add WebEx** switch.
3. Tap **Save**.
4. On the **WebEx Meeting** screen, enter your WebEx password.
5. Tap **Schedule**.

WebEx details are sent to the event participants in an email.

Edit WebEx details for an existing event

If you're the organizer of a scheduled calendar event, and you are logged in to the Cisco WebEx Meetings app on your BlackBerry device, you can edit the WebEx details for the existing event.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

1. When you change your event, enter the updated information such as the event time or participants, and tap **Save**.
2. On the **WebEx Meeting** screen, change the details to match the updated information in the event. Enter your WebEx password.
3. Tap **Schedule**.

WebEx details are sent to the event participants in an email.

Join a WebEx event

To join an event, you must have the Cisco WebEx Meetings app installed on your BlackBerry device.

Note: If your calendar event is associated with a work email account, the Cisco WebEx Meetings app must be installed in the work space on your device. If your calendar event is associated with a personal email account, the Cisco WebEx Meetings app must be installed in the personal space on your device.

To join a calendar event that includes WebEx details, do one of the following:

- In a calendar reminder, tap **Start WebEx**.
- In a calendar event, on the event screen, tap **Start WebEx**, or tap > .

Send an "I will be late" message

If you will be late for a meeting or event, you can quickly send a message to let other participants know.

1. Open the event.
2. Tap > **I Will Be Late**.
3. In the dialog box, move the slider to indicate how late you will be.
4. Tap **Email All Participants** or **Email Organizer**.

Tip: You can also tap **I Will Be Late** in the meeting reminder.

Share a file with meeting participants

You can use email to share the files on your BlackBerry device with other meeting participants.

1. Touch and hold a file.
2. Tap > **Meeting Participants**.
3. Tap a meeting.
4. On the **Compose** screen, type a message.
5. Tap **Send**.

Customizing Calendar app settings

You can customize your calendar settings to help you manage your schedule as productively as possible.

Change your default calendar

When you add an event to your calendar or send a meeting invitation, your device adds the event to your default calendar.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap .
4. To change the default calendar that you add events to and send meeting invitations from, in the **Calendar** drop-down list, tap a calendar.

Enable Meeting Mode

When you turn on Meeting Mode, your notifications are automatically silenced during the times marked as busy in the Calendar app, for example, during meetings. When busy times end, your notifications automatically return to your normal settings.

Note: Meeting Mode is not enabled for hidden calendars.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap > **Meeting Mode**.
3. Turn on the **Meeting Mode** switch.

Configure Meeting Mode

Once you turn on Meeting Mode, you can select which notifications, event types, and calendars that Meeting Mode applies to. You can also set the maximum length of time that the setting applies to, for example, meetings that are 2 hours or less.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap > **Meeting Mode**.
3. Do any of the following:
   - To configure your Meeting Mode profile by giving it a name, or editing your notification settings, tap **Configure Meeting Mode Profile**.
   - To choose the calendar event status that Meeting Mode applies to, in the **Status** drop-down list, tap **Busy**, **Tentative and Busy**, or **Busy with Participants**.
   - To select the maximum length of time that Meeting Mode applies to, in the **Maximum Duration** drop-down list, tap an option. Meeting Mode is not enabled for calendar events that are longer than your selection.
   - To turn off Meeting Mode for a specific calendar, tap **Omit Calendars**. Tap a calendar.

Change the email address to use with each calendar

If you have multiple calendars on your BlackBerry device, you can set a different email address for each calendar. When you create an event in a specific calendar, invitations are sent using the email address that you assigned to that calendar.

The email address that you use must already be added to your device. Some accounts don't allow you to change the email address (for example, your work account).

1. In the Calendar app, swipe down from the top of the screen.
2. Tap > **Meeting Invitation Settings**.
3. Beneath a calendar, in the drop-down list, tap an email address.

Change default settings for events

You can change the default length, reminder times, and snooze intervals for your events or meetings.

1. In the Calendar app, swipe down from the top of the screen.
2. Tap **Settings** > **General**.
   - To change how long your meetings are scheduled for, in the **Meeting Duration** drop-down list, tap a new duration.
   - To change the default reminder time for events, in the **Meeting Reminder** or **All-Day Meeting Reminder** drop-down list, tap a new time.
   - To change the snooze intervals, in the **Snooze Interval** drop-down list, tap a new snooze time.

Change how your calendar is displayed

1. In the Calendar app, swipe down from the top of the screen.
2. Tap **Settings** > **General**.
   - To change the day that the week starts on, in the **First Day of the Week** drop-down list, tap a day.
   - To change the week to a 5-day work week, or a 7-day full week, in the **Week View** drop-down list, tap an option.
   - To view week numbers, turn on the **Display Week Numbers** switch.
   - To use growing numbers to indicate the busyness of a work day, turn on the **Display Growing Numbers** switch.
   - To change the date that the year starts on, in the **First Week of the Year** drop-down lists, tap a date.
   - To change your daily working hours, in the **Working Hours** section, in the **Start** and **End** drop-down lists, tap a time.

Troubleshooting: Calendar app

I can't sync my calendar

Try the following:

- If your calendar is associated with one of your accounts (for example, your Gmail calendar), check that synchronization for the calendar is turned on. On the home screen, swipe down from the top of the screen. Tap > **Accounts**. Tap an account. Check that the **Sync Calendar** switch is turned on.
- If the calendar is saved on your computer in Microsoft Outlook or Apple iCal, try using BlackBerry Link to sync the calendar info on your computer with your BlackBerry device. For more information, see the BlackBerry Link help.
- If your calendar still isn't in sync, try removing and re-adding the account that the calendar is associated with.

I can't reply to or send meeting invitations

Check that you added an email account that has an integrated calendar. Some accounts might not include a calendar feature.

New or updated events aren't appearing in my calendar

You might need to refresh your calendars. In the Calendar app, tap > .

I have duplicate calendar entries

If you imported calendar entries using BlackBerry Link, you might see duplicate entries on your device after syncing your device and computer.

You can remove duplicates by deleting duplicates in your address book, or by clearing your local data on your device.

To remove duplicate calendar entries by deleting your local device data, do the following:

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap .
4. Tap **Clear Local Calendar**.

CAUTION: Clearing your local data will permanently delete any calendar entries that you saved just locally to your device.

Contacts

About the Contacts app

If you added an email account or social networking account to your device, contacts from those accounts can appear in your contact list. It's simple to find the people that you want to connect with because your device automatically merges contacts who share first and last names, email addresses, or mobile phone numbers.

Add a contact to the Contacts app

1. In the Contacts app, tap .
2. Enter the information for the contact. For additional fields, tap .

3. Tap **Save**.

Tip: To choose the account or storage location for a contact, tap the **Save to** button at the top of the screen. Select the checkbox beside an account or storage location.

Copy contacts to and from your SIM card

Your SIM card can store contact names and phone numbers. Copying contacts to and from your SIM card allows you to easily transfer contacts from one device to another. When you insert a SIM card into your BlackBerry device, you can view contacts that are stored on the SIM card in your contact list. You can copy the SIM card contacts to your device memory so that the contacts are available to you even if the SIM card is removed.

You can also use BlackBerry Link to back up your contacts on a computer.

Note: If you added a work account to your device and your administrator turned on BlackBerry Balance, you can't copy work contacts to your SIM card.

1. In the Contacts app, swipe down from the top of the screen.
2. Tap ⚙.
   - To copy all the contacts from your SIM card to your device memory, tap **Import Contacts from SIM Card**.
   - To copy all the contacts from your device memory to your SIM card, tap **Copy Contacts from Device to SIM Card**.
   - To view your SIM card contacts and decide which ones you want to copy to your device, tap **Manage SIM Card Contacts**.

Stop automatically merging contacts

By default, your BlackBerry device automatically merges contacts when it's clear that those contacts are the same person (for example, they share the same first and last names, mobile phone number, BlackBerry ID, and so on). You can choose whether or not you want your device to merge your contacts automatically.

1. In the Contacts app, swipe down from the top of the screen.
2. Tap ⚙.
3. Turn off the **Automatically Merge Contacts** switch.

Tip: If you also want to unmerge your existing contacts, turn on the **Unmerge Existing Contacts** switch.

Add a contact from the Calls screen

1. In the Phone app, tap .
2. Touch and hold a phone number.

3. Tap .
   - To add the phone number to an existing contact entry, tap a contact from the list.
   - To add the contact as a new contact, tap .
4. Tap **Save**.

Import contact card information to your contact list

If someone shares a contact card with you (also known as a vCard or .vcf file), you can add that contact information to the contact list on your BlackBerry device.

1. Tap the contact card.
2. Do one of the following:
   - If the contact card contains one contact only, tap .
   - If the contact card contains multiple contacts, tap **Import**.

Contact views

When you tap a contact in the Contacts app, your BlackBerry device shows you lots of details about the person. Some info, like a contact's birthday, the company the person works for, and the person's picture, is pulled from social networking accounts that you added to your device, like Twitter or LinkedIn. Other info can be added by you. There are three tabs, or views, that you can tap through.

Details

This view shows you an overview of contacts' details: how to contact them, where they work, their birthdays, and other important information about them. You can tap on phone numbers or email addresses to start connecting with contacts.

Updates

This view shows you your contacts' most recent updates from social networking apps like Twitter and Facebook. If you added a contact's company name, the Updates view also shows you news about that company. Tap on an update to see it in a social networking app or the browser.

Activity

This view shows you upcoming and past interactions with your contacts. Tap on any activity to go directly to that event on your device.

Changing contacts in the Contacts app

Add or change a picture for a contact

1. In the Contacts app, tap a contact > .
   - To use a picture from a social networking account that you added, tap one of the available pictures at the top of the screen.
   - To use a saved picture, in the picture area, tap . Browse to the picture.
   - If supported, to take a picture with the camera, in the picture area, tap . Tap . Take a picture. If necessary, crop or edit the picture. Tap **Done**.
2. Tap **Save**.

Change info for a contact

1. In the Contacts app, tap a contact > .
2. Make your changes. For additional fields, tap .
3. Tap **Save**.

Delete a contact

1. Touch and hold a contact.
2. Tap .

Copy a contact to another account or storage location

If you have multiple accounts on your BlackBerry device, you might be able to copy a contact to one of those accounts, or to your SIM card.

1. In the Contacts app, touch and hold a contact.
2. Tap .
3. Select the checkbox beside an account or storage location.
4. Tap **Done**.

Create a contact group in the Contacts app

You can group contacts together so that you can easily send messages to everyone in the group, set up meetings, and share files. You can find your groups in the contact list or filter your contact list to show just your contact groups.

1. In the Contacts app, tap .
2. In the **Group Name** field, type a name for the contact group.
3. Tap .
4. Select the contacts to add to the group.
5. Tap **Done**.
6. Tap **Save**.

Add a contact to a contact group

1. In the Contacts app, tap a contact group.
2. Tap > .
3. Select the contacts to add to the group.
4. Tap **Done**.
5. Tap **Save**.

Remove a contact from a contact group

1. In the Contacts app, tap a contact group.
2. Tap .
3. Beside the contact's name, tap .
4. Tap **Save**.

Rename a contact group

1. In the Contacts app, tap a contact group.
2. Tap .
3. In the **Group Name** field, type a new name for the group.
4. Tap **Save**.

Add a contact to your favorites

When you add contacts to your favorites, their pictures appear at the top of your contact list so that you can quickly connect with them.

1. In the Contacts app, touch and hold a contact.
2. Tap .

Contact someone

1. Touch and hold a contact.
2. Tap how you want to reach the contact.

Set a custom ring tone for a contact

1. In the Contacts app, tap a contact.
2. Tap .
3. At the bottom of the **Edit Contact** screen, tap **Ring Tone and Notifications**.
4. Tap a notification type, and make your changes.
5. Tap **Back**.
6. Tap **Back** again.
7. Tap **Save**.

Tip: You can also customize other settings for a contact, such as the notification volume level, and the LED color that flashes on your device when the contact sends you a message or calls you.

Search for a contact

Like other apps on your BlackBerry device, the Contacts app has a search feature that lets you quickly find the contact that you're looking for.

In the Contacts app, tap .

- To search contacts from your contact list, just start typing. When the contact appears, tap the contact.
- To search contacts from a remote address book (for example, your company's address book), type the contact's name. Tap **Remote Search**.

Filtering contacts

There are different ways to change which contacts you see in your contact list.

View contacts by account or type

You can quickly filter your contact list, to see only specific contacts (for example, BBM or contact groups).

1. In the Contacts app, tap ☰.
2. Tap the type of contacts that you want to see.

Hide a set of contacts

You can completely remove a type of account from your contact list. For example, if you mainly follow celebrities on Twitter, you might not want to see them in your contact list.

1. In the Contacts app, swipe down from the top of the screen.
2. Tap ⚙.
3. In the **Show Account in Contact List** section, turn off the switch beside the account that you want to remove.

Sort your contacts in the Contacts app

By default, your contacts are sorted by first name, but you can also sort by last name or company name.

1. In the Contacts app, swipe down from the top of the screen.
2. Tap ⚙.
3. In the **Sort Contacts by** drop-down list, tap a sort option.

Share a contact

You can share a contact's details with others in .vcf format. This is like passing around a business card, but digitally.

1. In the Contacts app, touch and hold a contact.
2. Tap .

Troubleshooting: Contacts

My contacts weren't merged automatically

Your BlackBerry device automatically merges contacts when it's clear that those contacts are the same person (for example, they share the same first and last name, mobile phone number, BlackBerry ID, and so on). If you still see duplicate entries in your contact list, you can merge those contacts into one entry.

1. In the Contacts app, touch and hold a contact.
2. Tap .
3. Tap the contacts that you want to merge.
4. Tap .

My contacts' pictures change sometimes

If you added a social networking account to your BlackBerry device and you're using a profile picture as a contact's picture, then the picture changes when your contact changes his or her profile picture.

I have duplicate contact entries

If you imported contact entries using BlackBerry Link, you might see duplicate entries on your device after syncing your device and computer.

You can remove duplicates by merging contacts on your device, or by clearing your local data on your device.

To remove duplicate contact entries by deleting your local device data, do the following:

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap .
4. Tap **Clear Local Contacts**.

CAUTION: Clearing your local data will permanently delete any contact entries that you saved only locally to your device.

Clock

Setting the alarm clock

Set an alarm

1. Tap ☰ > ⏰.
2. At the bottom of the screen, turn on the **Alarm** switch.
3. Touch and hold the dial outside of the clock face.
4. Slide the dial around the clock face to your desired time.

Tip: The dial allows you to set the alarm for five-minute increments. To set the alarm for a specific minute, tap the alarm time at the bottom of the screen. Tap the **Alarm Time** drop-down list and scroll up or down to adjust the time that the alarm is set for.

Set additional alarms

You can set multiple alarms to go off on the same day, or you can set additional alarms to go off on different days at different times. You can keep track of all the alarms you set by naming them, and you can set a different alarm tone, recurrence, and snooze duration for each alarm.

1. Tap ☰ > ⏰.
2. Tap +.
3. Type an alarm name.
4. Set an alarm time, recurrence, tone, and snooze duration.
5. Tap **Save**.

Tip: Once you have set multiple alarms, you can quickly adjust the different alarm times by touching and holding any of the dials outside of the clock face and sliding the dial around the clock face to your desired time.

Manage your additional alarms

1. Tap ☰ > ⏰ > ⏰.
2. Do any of the following:
   - To turn on or turn off an alarm, next to the alarm, tap the switch.

- To change the alarm name, time, tone, recurrence, or snooze duration, tap an alarm.
- To delete an alarm, touch and hold an alarm. Tap .

Change your alarm tone

1. Tap > > .
2. Tap an alarm.
3. Tap **Alarm Tone**.
4. Select one of the alarm tone options.

Tip: To use music you have added or downloaded to your BlackBerry device, tap .

Set an alarm for multiple days

1. Tap > > .
2. Tap an alarm.
3. Tap **Recurrence**.
   - To set a daily alarm, turn on the **Daily** switch.
   - To set an alarm to recur on specific days, select the check box next to one or more days.

Set the snooze

1. Tap > > .
2. Tap an alarm.
3. Tap **Snooze**.
4. Select a length of time.

To cancel a snoozed alarm, tap the time at the bottom of the screen. Tap .

Stopwatch

1. Tap > .
2. Tap .
3. To start a new lap, tap **Lap**.

Timer

Set the timer

1. Tap ☰ > ⏱.
2. Touch and hold the dial outside of the clock face.
3. Slide the dial around the clock face to your desired time.
4. Tap ▶.

Tip: The dial allows you to set the timer in one-minute increments. To set the timer for a specific minute and second, tap ⏱⚙. Tap the **Set Time** drop-down list. Scroll up or down to adjust the hours, minutes, and seconds that the timer is set for.

Change the timer tone

1. Tap ☰ > ⏱.
2. tap ⏱⚙.
3. Tap **Timer Tone**.
4. Tap a timer tone.

Tip: To use music you have added or downloaded to your BlackBerry device, tap ＋.

World clock

If you're a frequent traveller or if you have friends and family in different parts of the world, you can add cities to the world clock screen to quickly see the time in a variety of cities around the world.

Add a city to the world clock screen

1. Tap ☰ > 🌐.
2. Tap ＋.
3. Enter a location.
4. Tap a city.

Tip: After you add a city to the world clock screen, tap the city name to check the weather in that city.

Delete a city from the world clock screen

1. Tap ☰ > 🌐.
2. Touch and hold a city.
3. Tap 🗑.

Turn on bedside mode

When bedside mode is turned on, you're not notified of new messages, but any alarms that you have set will sound and your BlackBerry device displays the time, dimly lit. You can also set the option to turn on Battery Saving Mode, or to turn off wireless connections when in Bedside Mode.

1. In the Clock app, swipe down from the top of the screen.
2. Tap 🛏.

Tip: When your alarm goes off in Bedside Mode, you can tap anywhere on the screen to snooze the alarm. To turn off the alarm in Bedside Mode, swipe up from the bottom of the screen.

Change your Bedside Mode settings

When your device is in Bedside Mode, you can choose to automatically turn on Battery Saving Mode, or turn off all wireless connections.

1. In the Clock app, swipe down from the top of the screen.
2. Tap ⚙.
3. Do any of the following:
   - Turn on the **Battery Saving in Bedside Mode** switch.
   - Turn off the **Wireless Connections in Bedside Mode** switch.

Customize your Bedside Mode notifications

By default, all of your notifications are set to silent in Bedside Mode. You can change settings like the volume level and ringtone to personalize the Bedside Mode profile, or you can choose to hear a notification for only phone calls when your device is in Bedside Mode.

1. In the Clock app, swipe down from the top of the screen.
2. Tap ⚙.
3. Change the **Volume**, **Sound**, **Vibrate**, **Notify During Calls**, **Instant Previews**, or **LED** settings.

4. If necessary, to set customized app notifications that override the settings for the notification profile, tap **Customize App Notifications**.

Tip: To turn on only your phone ringer in Bedside Mode, complete steps 1-4. Tap **Phone**. Turn on the **Sound** switch.

Change the clock face

1. In the Clock app, swipe down from the top of the screen.
2. Tap ⚙.
3. Tap the **Clock Face** drop-down list.
4. Tap a clock face type.

Android Apps

Downloading and installing Android apps from the Amazon Appstore

Get apps and games designed for Android smartphones and install them on your BlackBerry device using the Amazon Appstore!

Create an Amazon account or sign in with your existing Amazon account to search for apps and download apps from the Amazon Appstore.

After you download an app from the Amazon Appstore, tap **Install** at the top of the screen. You can also check out the **Help** screen in the Amazon Appstore for more info.

Downloading and installing Android apps from other sources

In addition to using BlackBerry World and the Amazon Appstore to download apps and games, you can also get Android apps and games from various third-party websites and mobile market apps. Most websites and mobile market apps include an installation button that appears after you download an Android app file. You can also install an app file by opening it in the File Manager app on your BlackBerry device.

If you can't find an app file that you downloaded, you can search for the app name in the File Manager app. Most Android apps include the file name extension .apk. To search for all the Android app files that you downloaded, try searching the File Manager app for **.apk**.

CAUTION:

Apps that you install from sources other than BlackBerry World might not be reviewed by BlackBerry. These apps might pose a risk to your device and personal data. You should only install apps from trusted sources.

While most apps designed for Android smartphones can be installed and opened on BlackBerry devices, some apps might make use of services that are not supported by BlackBerry 10 OS. BlackBerry 10 OS might also replace these services with alternate services (such as mapping services).

If you don't want to accept these potential risks and limitations, you should not install apps from sources other than BlackBerry World.

Change your Android app installation settings

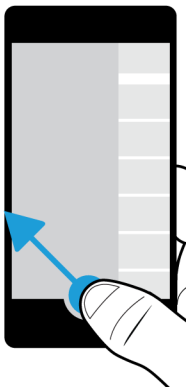
1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **App Manager** > **Installing Apps**.
3. Do any of the following:
   - To allow the installation of Android apps from sources other than the Amazon Appstore, turn on the **Allow Apps from Other Sources to be Installed** switch.
   - To inspect Android apps and identify apps that are potentially harmful to your device or data, turn on the **Inspect Apps Before Installing** switch.

Navigating within an Android app

In Android apps, you can show or hide an action bar at the bottom of the screen or you can quickly go back to the previous screen.

Do any of the following:

- To see the additional actions that you can perform, in an app, swipe down from the top of the screen.
- To show or hide the action bar at the bottom of the screen, swipe down from the top of the screen. Tap **Show** or **Hide**.
- To go back to the previous screen, place your finger below and halfway across the screen. Slide your finger diagonally up and to the left.



Change the screen size of an Android app

If an Android app does not appear correctly on your device, you can change the screen size of the Android app.

1. In an Android app, swipe down from the top of the screen.
2. Tap .
3. Tap a screen size.
4. Tap **Change**.

Maps and GPS

BlackBerry Maps icons

Icon	Description
	Show your current location on the map.
	See your Recents, Favorites, and Contacts locations.
	Get route directions.
	View places that you search for or have added to the map. Purple icons are used to identify locations that you have searched for. Blue icons illustrate places that you have added to the map.

Icon	Description
✕	Clear the places that you have pinned and added to the map.
	Go to the map screen.

Search for a place or an address on a map

You can use the GPS feature on your BlackBerry device to search for a specific address or a type of location and view the results on the map.

1. In the Maps app, in the **search** field, enter an address or a descriptive word, such as "coffee" or "hospital."
2. Do one of the following:
   - To view all of the search results as pins on the map, press the **Enter** key.
   - To view a specific search result as a pin on the map, tap a search result.
3. On the map, to view more information about the location, including phone numbers and reviews, tap the location name.
4. To get directions, next to a search result or location, tap ▲.

Tip: When you search for a type of location, for example "gas stations," and you view all of the search results as pins on the map, you can view a detailed list of the types of gas stations and information about each location. To view the list, after you view the search results as pins on the map, in the upper-right corner of the screen, tap ☰.

Pin a place on a map

In BlackBerry Maps, you can add pins to your map to track where you're going or to mark points of interest.

In the Maps app, do one of the following:

- On the map screen, touch and hold the place that you want to pin.
- On the search results screen, tap a search result.

To clear all of the pins from a map, on the map screen, tap ⋮ > ✕.

Get directions

Verify that location services are turned on and that your BlackBerry device has established a GPS connection.

1. In the Maps app, find a place by doing one of the following:
   - On the map screen, search for an address or a place using the search field. In the search results, tap a place.

- On the map screen, locate a pin that you added to the map. Tap the pin.
- On the map screen, tap > . Tap **Recents**, **Favorites**, or **Contacts**. Tap an address, a place, or a contact.

2. Tap .
3. To begin receiving turn-by-turn directions, tap .

To stop turn-by-turn directions in the map view or detail view, tap . To stop turn-by-turn directions in the street-level view, tap anywhere on the screen. Tap .

Switch to the map or detail view for turn-by-turn directions

By default, turn-by-turn directions start with the street-level view of the route.

To switch to one of the high-level views, do one of the following:

- To view a list of directions to your destination, tap .
- To view an overview of the route on a map, tap .

To return to the street-level view of the route, tap .

Show or hide traffic

If traffic data is available, you can display it as you view a map, or view or listen to turn-by-turn directions in the street-level view.

Do one of the following:

- On the map screen, tap > .
- When viewing or listening to turn-by-turn directions in the street-level view, tap > .

To hide traffic data, tap > .

Mute voice-guided directions

By default, voice-guided directions are turned on.

1. If you are in the map view or the detail list view, to return to the street-level view, tap .
2. To turn off voice-guided directions, tap .

Change your route preferences

You can change your route preferences while viewing or listening to turn-by-turn directions in BlackBerry Maps. You can set your route to avoid toll roads, highways, car-sharing lanes, or ferries. You can also set the type of route that you want to take (fastest, simplest, or shortest).

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Route Options**.
3. Turn on the switches for the types of things that you want to avoid. Tap the type of route that you want to take.

Recalculate routes

While viewing or listening to turn-by-turn directions, you can manually recalculate your directions when you make a wrong turn or would like alternative directions.

1. If you are in the street-level view, to show the navigation bar, tap the screen.
2. Tap > .

My places

In BlackBerry Maps, you can find your favorites, recent places, and contacts' places on the **My Places** tab.

Add a place to the Favorites screen

1. In the Maps app, tap > .
2. Tap .
3. On the **Add Favorite** screen, select a place from the list or tap **New Entry**.
4. If necessary, enter any additional information.
5. Tap **Save**.

   Tip: You can also add places to the Favorites screen by touching and holding a search result or contact name and tapping .

To remove a place from the Favorites screen, tap > . Tap **Favorites**. Touch and hold the place that you want to remove. Tap .

Add your work or home address

In BlackBerry Maps, you can add your work and home addresses to save time when planning trips and getting directions.

1. In the Maps app, tap > .
2. Do one of the following:
   - Tap > **Add Home**.
   - Tap > **Add Work**.

View your recent places

BlackBerry Maps remembers and organizes the last 100 places that you searched for so that you can quickly access them again.

1. In the Maps app, tap > .
2. Tap **Recents**.

Clear your recent places

You can clear the list of recently viewed places in BlackBerry Maps.

Tip: If you have places that you want to keep so that you don't have to search for them again, add them as a favorite before you permanently clear the list.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Clear History**.
3. Do one of the following:
   - To delete your history, recent destinations, and searches, tap **Clear Recents**.
   - To delete your recent places and searches, and reset the app to the default settings, tap **Reset Maps**.

View a contact’s address on a map

If you have added an address to an entry in the Contacts app, you can view the contact's location on a map and get directions.

1. In the Map app, tap > .
2. Tap **Contacts**.
3. Touch and hold a contact's name.
4. Tap .

Changing settings for Maps

Switch between kilometers or miles

BlackBerry Maps displays distances using either imperial (feet/yards and miles) or metric (meters and kilometers) measurements, as set in your device settings.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Units of Measure**.
3. Tap **Change Device Settings**.

Change default route settings

If you always want BlackBerry Maps to show you the fastest or shortest route, or want to avoid certain things on your route, such as highways, toll roads, car-sharing lanes, or ferries, you can change your default settings.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Route Options**.

Switch between voice-guided prompts and tones

BlackBerry Maps can prompt you about upcoming turns using voice directions or tones.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Navigation Audio**.
3. Tap an option.

Turn on Night Mode

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Night Mode**.
3. Do one of the following:
   - Tap **Automatic**.
   - Tap **On**.
   - Tap **Off**.

Change the map language to local

In BlackBerry Maps, you can set the map text to display in the language specific to the map or area that you're currently viewing.

1. In the Maps app, swipe down from the top of the screen.
2. Tap > **Map Settings**.
3. Tap **Local**.

About location services

You can turn on location services so that location-based applications and services, like BlackBerry Maps, can find your location. Location-based applications can use GPS technology and other information to provide you with information, such as driving directions.

Turn on or turn off location services

Some apps require GPS location information to work as expected.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Location Services**.
3. Turn on or turn off the **Location Services** switch.

Change location permissions for apps

You can review and remove any GPS location-related permissions that individual apps have requested. Some apps require specific permissions to work as expected.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Application Permissions**.
3. Tap an app.
4. Tap a switch.

Turn on or turn off traffic data

If traffic data is turned on, your BlackBerry device sends anonymous GPS location information to provide traffic data to BlackBerry applications.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Location Services**.
3. Turn on or turn off the **Traffic Data Collection** switch.

About the compass

The digital compass on your BlackBerry device works like a regular compass, but also includes more features. For example, you can choose whether the compass points to true north or magnetic north. The compass also works in any direction or orientation, including upside down.

Get a compass reading

To get a compass reading, rotate and tilt your BlackBerry device.

The current direction that you're facing appears at the top of the screen.

Point the compass to true north or to magnetic north

You can choose to navigate with your compass using either true north or magnetic north. Magnetic north, which is what a standard compass points to, can be influenced by several factors and isn't constant. True north, or geographical north, is what you would see on a paper map and is constant. If you would prefer to navigate based on true north (for example, if you are using your compass to follow a map) you must turn on GPS.

In the compass app, do one of the following:

- To navigate based on true north, at the bottom of the screen, turn on the switch.
- To navigate based on magnetic north, at the bottom of the screen, turn off the switch.

Troubleshooting: Compass

I'm not getting an accurate reading from the compass

Try the following actions:

- If the compass doesn't point north, move your BlackBerry device away from metal objects, such as magnets or electronics.
- If you have turned on Location Services and are navigating based on true north, you need the GPS receiver to be able to connect to GPS satellites. Try moving outside or near a window in order to establish a GPS connection.

I'm seeing the interference indicator when I try to use the compass

The interference indicator appears on the screen when something is interfering with the compass on your BlackBerry device.

Try the following action:

- Move your device away from metal, then rotate and tilt your device until the indicator disappears.

Browser

Browsing the Internet

Use the BlackBerry Browser to browse the Internet quickly and conveniently on your BlackBerry device.

Go to a website

1. Type a web address or search term into the address bar at the bottom of the BlackBerry Browser.
2. Tap **Go**.

Change the current search engine

After you change the search engine, the BlackBerry Browser continues to use the new search engine until you change it again.

1. While you're typing a search term in the Browser, tap the search engine icon in the top right corner of the screen.
2. Tap the search engine that you want to use.

Add a new search engine

You can add search engines so that they are available in the drop-down list when you search for a term in the BlackBerry Browser.

Note: This feature is not available for some search providers.

1. Open the BlackBerry Browser.
2. Navigate to a search engine (for example, www.wikipedia.org).
3. Search for a term or subject.
4. On the search results page, tap ⋮ > + .
5. Tap **Add**.

Remove a search engine

1. Open the BlackBerry Browser and type a search term in the address bar.
2. Tap the search engine icon in the upper-right corner of the screen.
3. Touch and hold a search engine.
4. Tap .

Using Browser tabs

Just like on your computer's browser, you can open multiple webpages in tabs and switch between the tabs quickly.

Open, switch between, or close tabs

In the BlackBerry Browser, tap .

- To open a tab, tap .
- To switch between tabs, tap a tab.
- To close a tab, on the tab that you want to close, tap .

Tip: Close a tab when you're finished with it to improve the performance of the Browser.

Open a link in a new tab

1. In the Browser, touch and hold a link.
2. Tap .

Share a link or picture

You can share items on the web through an email, a text message, Facebook, Twitter, BBM, and more.

In the BlackBerry Browser, do one of the following:

- To share the webpage that you're looking at, tap > .
- To share a link or a picture, touch and hold the link or picture. Tap .

Search for text on a webpage

On a webpage, tap > .

View webpages in a reader-friendly format

To help you focus on reading articles or other text on a webpage and remove distracting clutter like ads, you can use the reader mode.

On a webpage, tap > .

Change text size in reader mode

Do one of the following:

- To increase the text size, tap .
- To decrease the text size, tap .

Change the background color in reader mode

Tap > .

Turn on voice support in reader mode

With voice support, you can hear all or part of an article read aloud while you're in reader mode.

1. Tap .
2. Do any of the following:
   - To pause voice support, tap .
   - To resume voice support, tap .
   - To hear a specific section of a document, select a block of text. Tap .

Find files that you downloaded

After you download a file from the BlackBerry Browser, you can go to the download manager to find it again, open it, and share it.

In the Browser, tap > .

Clear your list of downloaded files

In the Browser, tap > > .

Add a website to your home screen

You can create a shortcut to a website on your home screen so that you can quickly go to a website without opening the browser first.

On a website, tap ⋮ > .

Save a webpage

You can save a webpage in HTML format so that you can access the webpage when you're offline, or send the webpage as an attachment.

1. On a webpage, tap ⋮ > .
2. Choose the location that you want to save the webpage in.

Changing your Browser settings

Customize the Browser start screen

You can change what you see when your first open the BlackBerry Browser. You can set a specific home page, show thumbnails of the webpages that you visited recently or frequently, or open the webpages that were open in your previous Browser session.

1. In the Browser, tap ⋮ > ⚙ > **Display and Actions**.
2. Tap the **On Startup Show** drop-down list.
   - To set a specific home page, tap **My Home Page**. Type a web address.
   - To show thumbnails of the webpages that you visited recently or frequently, tap **New Tab Page**.
   - To open the webpages from your previous Browser session, tap **My Tabs From Last Time**.

Bookmarks and browsing history

Bookmark your favorite webpages so that you can easily access them the next time you use the BlackBerry Browser.

Bookmark a favorite webpage

On a webpage, tap ⋮ > ★+.

View your Browser bookmarks

In the BlackBerry Browser, tap > .

View your bookmarks by tags or in a list

1. In the BlackBerry Browser, tap > .
2. Tap **Tags** or .

Organizing your bookmarks

It's a good idea to keep your bookmarks organized so that you can more easily find the webpages that you're looking for.

Change your bookmarks

You can change the name or web address of a bookmark.

1. In the Browser, tap > .
2. Touch and hold a bookmark.
3. Tap .
4. Type a new name or web address.

Add, rename, or delete a bookmark tag

Tags help you categorize your bookmarks so that you can find them more quickly. For example, you might use tags to organize your favorite news-related webpages or blogs.

In the BlackBerry Browser, tap > .

- To add a tag, touch and hold a bookmark. Tap . In the **Add tags** field, type a tag name.
- To rename a tag, tap **Tags**. Touch and hold a tag. Tap . Type a new name for the tag.
- To remove a tag from a bookmark, touch and hold a bookmark. Tap . Tap a tag.
- To delete all instances of a tag, tap **Tags**. Touch and hold a tag. Tap .

Delete a bookmark

1. In the Browser, tap > .
2. Touch and hold a bookmark.
3. Tap .

View your browsing history

1. In the Browser, on a webpage, tap .
2. Tap .

To close your browsing history, tap .

Tip: To view a previous webpage from your current browsing session, on a webpage, touch and hold until your history appears.

Delete your browsing history

1. In the Browser, tap .
2. Tap .
   - To delete all of your browsing history, tap .
   - To delete a specific webpage from your browsing history, touch and hold the thumbnail for the webpage. Tap .
   - To delete your browsing history for a specific day, touch and hold a day. Tap .

Browsing safely

To help you browse safely, you can check the certificates for a website, change the security settings, and change permissions for specific websites in the BlackBerry Browser.

About website certificates

Certificates help verify that a website is legitimate. Websites that require more security, such as banking sites, use certificates to help prove authenticity. If a website has a certificate, certificate icons appear beside the web address bar.

Website certificate icons

Icon	Description
	The website's identity has been verified by an extended validation certificate from a trusted certificate authority.
	The website's identity has been verified by a domain-validated certificate from a trusted certificate authority.

Icon	Description
	Some parts of the website are secure and other parts of the website are not. Use caution if you enter sensitive information on the website.
	The website might be unsafe because the certificate is unknown. Entering sensitive information on the website is not recommended.

Change Browser security settings

In the Browser, tap > > **Privacy and Security**.

Security settings

Remove History Items

Specify how often your BlackBerry device automatically deletes the browsing information from your BlackBerry Browser history.

Do Not Track

Tell websites that you do not want your browsing activity to be tracked.

Allow SSLv3

SSLv3 is a security protocol that might be required to connect to older websites. Data sent to, and coming from, websites requiring SSLv3 might not be private.

Block Pop-ups

Choose whether or not to allow pop-up windows to appear in your browsing session.

Accept Cookies

Let websites use cookies to send and receive information between the website and the Browser. Cookies can be helpful because websites can use them to remember information about your preferences and user information, but cookies can pose a privacy risk as well.

Clear Cookies and Other Data

Clear all of your saved Browser information.

Clear History

Clear your Browser history.

Turn on private browsing

When you open a private browsing session, your browsing information (your history, cached files, cookies, and so on) is saved only while a browsing session is open. When you close a private browsing session, the information is automatically deleted.

1. In the BlackBerry Browser, tap .

2. Tap ⚯ .

Change permissions for specific websites

As you browse the Internet, you might grant permissions to allow websites to access information, such as your location. You can remove those permissions at any time.

1. In the Browser, tap ⋮ > ⚙ > **Site Permissions**.
2. Tap a website. Tap **Edit**.
3. Tap ✕ beside the permissions that you want to remove.
4. Tap **Done**.

Troubleshooting: Browser

I can't watch a video online

While you can stream many videos from the web on your BlackBerry device, some video formats aren't supported, and some websites block content from being viewed on mobile devices. For more information about supported video formats, search the Help.

Smart Tags

The Smart Tags app takes bits of information and transforms the info into a smart tag. Info can include text, websites and other URIs, phone numbers, email addresses and connection information. You can copy the smart tag to an NFC tag, display it as a QR Code, or you can pass the smart tag directly to another BlackBerry device. The Smart Tags app allows you to store the smart tags that you receive and use them or pass them on later.

Instead of handing out business cards, try creating your own smart tag that contains your contact information so that with just a click, recipients can call, text, or send you an email. Have an event coming up? Try making a smart tag that contains the event information, then copying the smart tag to a writeable NFC tag that is attached to a small gift for your guests.

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

Scan a QR Code, barcode, or an NFC tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

When you scan a QR Code or barcode by using the Smart Tags app, your device saves the information as a smart tag.

When you scan an NFC tag, your device opens the information in the corresponding application type. You can save the information as a smart tag by opening the Smart Tags app before you scan the NFC tag.

Do any of the following:

- To scan a QR Code or barcode, open the Smart Tags app. Tap . Tap or . Hold your device so that all four corners of the QR Code or barcode appear on your screen.
- To scan an NFC tag, tap the back of your device against the NFC tag.

Delete a smart tag from your device

1. In the Smart Tags app, tap > .
2. Select one or more tags that you want to delete.
3. Tap > .

Create your own smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

You can create your own smart tag to share with other devices, save to an NFC tag, or display as a QR Code.

1. In the Smart Tags app, tap .
2. Tap a tag type.
3. In the fields that appear on the screen, enter the necessary information.

Tip: You can group multiple tags together. Press and hold an existing tag. Tap **Add**. Repeat Steps 2 and 3 to create a tag.

Smart tag types

Web

Use to create a smart tag that, when opened, takes you to a webpage.

Smart Triggers

Use to create a smart tag that, when written to an NFC tag and then tapped on, can trigger various settings on your BlackBerry device.

Wi-Fi

Use to create a smart tag that, when written to an NFC tag and then tapped on, connects your device to a specified Wi-Fi network.

Bluetooth

Use to create a smart tag that, when written to an NFC tag and then tapped on, pairs your device with a specified Bluetooth enabled device.

Contact

Use to create a smart tag that, when opened, adds the contact information in the Contacts app.

Event

Use to create a smart tag that, when opened, creates an appointment in the Calendar app.

Facebook

Use to create a smart tag that, when opened, takes you to your Facebook profile in the Browser.

Twitter

Use to create a smart tag that, when opened, takes you to your Twitter profile in the Browser.

LinkedIn

Use to create a smart tag that, when opened, takes you to your LinkedIn profile in the Browser.

Geo Location

Use to create a smart tag that, when opened, searches for directions in the Maps application.

Phone

Use to create a smart tag that, when opened, calls a phone number.

Email

Use to create a smart tag that, when opened, composes an email. When you create the tag you can fill in the Subject and Message fields to prepopulate these fields when the tag is opened, or you can leave these fields blank.

Text Message

Use to create a smart tag that, when opened, composes a text message (SMS or MMS). When you create the tag you can fill in the Message field to prepopulate this field when the tag is opened, or you can leave this field blank.

Text

Use to create a smart tag that displays a message.

Other

Use to create a smart tag that identifies a resource by using your own URI (Uniform Resource Identifier). For example, if you create your own application for the BlackBerry device, you can use this tag type to create a smart tag for your app.

Favorite a smart tag

You can make smart tags easier to find if you mark them as favorites.

1. In the Smart Tags app, touch and hold the tag that you want to favorite.
2. Tap .

View your favorite smart tags

In the Smart Tags app, tap > .

Share a smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

In the Smart Tags app, touch and hold a tag.

- To display the smart tag as a QR Code for another device to scan, tap .
- To share the smart tag through a message, such as an email or text message, or to share the smart tag with an application, such as BlackBerry Remember, tap . Tap a message type or application.
- To send the smart tag to another NFC-enabled BlackBerry device, tap > **NFC**. Align the backs of the devices.
- To copy the smart tag to a writeable NFC tag, tap . Tap your device against the NFC tag.

  Tip: NFC tags are often sold as stickers. If you copy your smart tag to an NFC tag sticker, you can stick your smart tags nearly anywhere.

Lock a smart tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

If you copy a smart tag to a writeable NFC tag, and you plan to leave the NFC tag in a public space, you should lock the NFC tag to prevent tampering. When an NFC tag is locked it can't be unlocked, changed, or erased.

1. In the Smart Tags app, tap ⋮ > .
2. Align the back of your BlackBerry device with the tag.

Change a smart tag title

1. In the Smart Tags app, touch and hold a smart tag.
2. Tap .
3. Enter a title.
4. Tap **Save**

Erase smart tag information from an NFC tag

The NFC feature might not be available, depending on your wireless service provider, your administrator's settings, and your BlackBerry device model.

If the NFC tag isn't locked, you can erase the smart tag information that is stored on it.

1. In the Smart Tags app, tap ⋮ > .
2. Align the back of your BlackBerry device with an NFC tag.

File Manager

You can use File Manager to view, save, zip, and share files and folders on your BlackBerry device. You can also access files that are saved in the cloud.

Viewing files

View files on your device

To view a file in File Manager:

1. Tap a folder.
2. Tap a file that you want to view.

To go back, tap .

Tip: If BlackBerry Balance is enabled on your device and you want to access your work files, on the home screen, swipe down from the top of the screen. Tap **Switch to Work** .

View files on connected devices or networks

You can view files on devices that are connected to your BlackBerry device, such as a media card or a device connected by a USB cable. If you are logged in to a cloud application on your device, you can also access files stored in the cloud. To access a file stored on another device:

1. Tap .
2. Tap a device.

Files and folders stored on the selected device appear in File Manager when opened or when viewed.

Managing your files

Rename a file or folder

File Manager allows you to make changes to file and folder names, such as fixing a typo or word. To rename a file or folder:

1. Touch and hold a file or folder.
2. Tap .

Tip: To change a file type, touch and hold a file. Tap > .

Add a folder

When you open File Manager, a list of pre-defined folders appears. To add a folder, do the following:

1. Navigate to where you want to add a new folder.
2. Tap .
3. Tap .

Note: You might not have pre-defined folders on a connected device or drive, such as a computer or a media card.

Search for an item in File Manager

1. Tap .
2. Enter all, or part, of the name of the item you are searching for.

Note: To search for an item on a connected device, you must perform the search when the device is open in File Manager.

Sort files and folders

You can view your files and folders in order by name, date, type, or size. You can also decide whether to view your files and folders in ascending or descending order.

Tip: To change the way you view your files and folders, tap to view them as a list or to view them as a grid.

Tap > .

- To change the way files and folders are sorted, tap **Sort** > **Name**, **Date**, **Type**, or **Size**.
- To change the order of your files and folders, tap **Order** > **Ascending**, or **Descending**.

Select multiple files

1. Tap .
2. Tap .
3. Tap the items that you want to select.

To deselect an item that you have tapped in error, tap the item again.

Transferring files

Share files

1. Touch and hold a file.
2. Tap .
3. Choose a destination.

Tip: To share multiple files, tap > . Tap the files you want to share. Tap .

Move a file

1. Touch and hold a file or folder.
2. Tap .
3. Navigate to where you want to move the file.
4. Tap **Move**.

Copy a file

1. Touch and hold a file or folder.
2. Tap .
3. Navigate to where you want to copy the file or folder.
4. Tap **Paste**.

Working with zip files

Zip files and folders

Zip your files to help reduce memory space. You can zip a single file or folder, or zip multiple files or folders. You can also zip all of the files in a particular folder using the Zip All option.

Touch and hold a file or folder.

- To zip a single file or folder, tap .
- To zip multiple files or folders, tap . Tap the files or folders you want to zip, then tap .

Unzip a file

You can unzip files, and also preview their contents. When you unzip a file, a folder is created with the same name as the zip file. The unzipped contents can be viewed in this folder.

- To preview the contents of a zip file, tap the file.
- To unzip a file, touch and hold a zip file. Tap .

Calculator

Switch between a scientific or standard calculator

Using the Caculator app, you can easily change the calculator mode with the swipe of a finger.

1. In the Calculator app, tap **Calculator**.
2. To switch between scientific or standard calculator mode, swipe left or right on the calculator keypad.

Convert a unit of measurement

You can use the Calculator app on your BlackBerry device to convert one unit of measurement to another. The calculator includes many different types of measurements that you can convert, such as temperature, volume, and weight. You can easily convert units of measurement and quickly get back to what you were doing.

1. In the Calculator app, tap **Converter**.
2. Choose a measurement type, the unit to convert from, and the unit to convert to.
3. Enter the value that you want to convert.

Calculate a tip

When you're at a restaurant, you can use the tip calculator to figure out how much of a tip to leave. You can customize your calculations to specify the number of people included on the bill and the percentage of the bill or to calculate a percentage for the tip. The tip calculator can also calculate how much each person owes on a bill, making it easy to divide up a bill among a table of people.

1. In the Calculator app, tap **Tip**.
2. In **The bill** field, enter the total of the bill.
3. In the **Tip** field, enter a percentage.
4. In the **Number of People** field, enter the number of people you are splitting the bill with.
5. To round the totals up, tap the **Round Upwards** check mark.

View your previous calculations

1. In the Calculator app, tap **Calculator**.
2. To view your previous calculations, in the answer field, tap ☰ .
3. To hide your previous calculations and return to the calculator keypad, tap ☰ again.

To clear all of your previous calculations, tap 🗑 .

Productivity and work

About BlackBerry Balance and your work space

BlackBerry Balance technology helps address corporate security concerns without limiting personal use of your BlackBerry device. If your administrator turns on BlackBerry Balance, the device data, apps, and network access are separated so that you have a work space and a personal space. The separate spaces help you avoid activities such as accidentally copying work data into a personal app, or displaying confidential work data during a BBM Video chat. If your administrator turns on BlackBerry Balance, your adminstrator can also specify security policies that turn on and turn off features on your device. For information about the security policies set on your device, contact your administrator.

By default, your device uses the personal space. You can it use for activities such as taking pictures, downloading videos, playing games online, saving files to a media card, and posting on social networking websites.

In your work space, you can access your work email, contacts, and calendar, create work documents, and browse to corporate intranet sites. Your work space can include a separate version of BlackBerry World that contains the applications you are allowed to download and use at work. If your work space is protected with a password, you must unlock your work space to access your work data.

You can access both personal data and work data from certain places, such as Search.

Switch between your personal space and work space

When BlackBerry Balance technology is set up on your BlackBerry device, you can quickly switch between your personal space and work space.

Tip: To differentiate between your personal space and work space, you can set a different wallpaper for your personal space.

1. From the home screen, to switch between spaces, swipe down from the top of the screen. Tap **Switch to Personal** or **Switch to Work**.
2. From your personal space or work space, do any of the following:

   - To switch between your personal pictures and work pictures, in the Pictures app, tap ⋮. Tap **Open Personal Pictures** or **Open Work Pictures**.
   - To switch between your personal files and work files, in Adobe Reader, Documents To Go, or File Manager, tap ☰. Tap **Personal Space** or **Work Space**.

   When you switch between personal files and work files, the app opens a second instance of the application in the personal space or work space you are currently in.

Lock your work space

If your BlackBerry device uses BlackBerry Balance technology to separate your work and personal activity, you can lock your work space and continue to access personal files, personal apps, and personal data in the personal space on your device.

You might be able to use the same password for your work space password and your device password, depending on the rules set by your administrator.

You might not be able to set a simple password to lock your device depending on the rules set by your administrator.

1. If you don't have a work space password, to create one, on the home screen, swipe down from the top of the screen. Tap **Settings** > **BlackBerry Balance**. Do one of the following:
   - To set a work space password composed of characters and numbers, turn on the **Work Password** switch. Type a password. If you want to use the same password for your device password, turn on the **Use as my device password** switch.
   - To set a quick work space password composed of numbers only, turn on the **Simple Password** switch. Type a password.
2. On the home screen, swipe down from the top of the screen.
   - To immediately lock your work space, tap .
   - To automatically lock your work space after a set amount of time, tap **Settings** > **BlackBerry Balance**. In the **Lock Work Space After** drop-down list, select a time interval.

Take care to remember your work space password. If you forget your password, contact your administrator to have it reset. If you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Change your work space password

You might be able to use the same password for your work space password and your BlackBerry device password, depending on the rules set by your administrator.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry Balance**. Do one of the following:
   - To change your work space password, tap **Change Password**. Type your work space password. Type a new password.
   - To unlock your work space and your device using the same password, turn on the **Use as my device password** switch. Type your device password. Type your work space password.
   - To change when your work space automatically locks, in the **Lock Work Space After** drop-down list, select a time interval.

- To set the maximum number of times you can type you work space password incorrectly, in the **Password Attempt Limit** drop-down list, select a number.

Take care to remember your work space password. If you forget your password, contact your administrator to have it reset. If you exceed the number of allowed attempts to enter your work space password, your work space and all of its contents are deleted.

Delete your work space

If you no longer want to associate your device with your organization's network, you can remove only your work space. The apps and files stored in your personal space are left intact.

CAUTION: Deleting the work space will permanently erase all of the content and files stored within it, such as work files, messages, pictures, and videos. To add a work account back to your device, you will need to contact your adminstrator.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry Balance** > .
3. Type **blackberry**.

Tip: If you plan to give away or recycle your device, remember to delete all of the data on your device by performing a security wipe, and remove your SIM card and media card.

Does my device have BlackBerry Balance?

BlackBerry Balance is available only on BlackBerry devices associated with an Enterprise Mobility Management solution from BlackBerry.

To confirm if your device uses BlackBerry Balance, do one of the following:

- On the home screen, swipe down from the top of the screen. If you see **Switch to Work** or **Switch to Personal**, BlackBerry Balance is installed.
- On the home screen, swipe down from the top of the screen. Tap **Settings** > **About**. In the **Category** drop-down list, scroll and look for **Work Space**. If you don't see that, or you see **Work Space Only**, your device isn't set up to use BlackBerry Balance.

How do I set up BlackBerry Balance?

Your administrator must set up BlackBerry Balance and associate your work account with an Enterprise Mobility Management (EMM) solution from BlackBerry. After your admin sets up BlackBerry Balance, a work space is automatically added to your BlackBerry device and you are prompted to finish the activation.

For more information about EMM solutions from BlackBerry, visit blackberry.com/business.html and help.blackberry.com.

What content is in my work space and my personal space?

If your administrator turns on BlackBerry Balance technology, your device data, apps, and network access are separated so that you have a work space and a personal space on your BlackBerry device.

Work apps that are open appear with the icon on the home screen.

Depending on the rules set by your administrator, the apps and features that are part of the BlackBerry 10 OS might be available in your work space, personal space, or both. The following table describes the default behavior for most BlackBerry 10 OS apps. The table doesn't describe the behavior of apps that you purchase from BlackBerry World or the Amazon Appstore, or that your wireless service provider or your administrator send to your device.

Depending on your device model, some of these apps and features might not be available to you.

Description	Apps and features
These apps and features are available only in your work space and they display work data.	• BlackBerry Enterprise IM • BlackBerry Work Drives • BlackBerry World – Work
These apps and features are available only in your personal space and they display personal data. You might have access to work contacts in the Phone, BBM, BBM Meetings, and text messaging apps, depending on the rules set by your administrator.	• Amazon • Amazon Appstore • BBM • BBM Meetings • BlackBerry Protect • BlackBerry Story Maker • BlackBerry World • Box • Calculator • Clock • Compass • Dropbox • Evernote • Facebook • Foursquare • Games • LinkedIn • Media card

Description	Apps and features
	• Password Keeper • Music • Phone • Setup • SIM card • Smart Tags • Text messaging (SMS and MMS) • Twitter • Videos • Voice dialing • Weather • YouTube
These apps and features are available in your work space and personal space. Your work data and personal data are displayed together.	• BlackBerry Assistant • BlackBerry Blend • BlackBerry Hub • BlackBerry Remember • Calendar • Contacts
These apps and features are available in your work space and personal space. Depending on which space you open an app in, you can access either your work data or personal data. You can open two instances of these apps at the same time. Depending on the rules set by your administrator, some apps might not appear in your work space.	• Adobe Reader • BlackBerry Browser • BlackBerry Maps • Camera • Documents To Go • File Manager • Pictures • Video camera

Note: You can cut, copy, and paste text from apps in your personal space into apps in your work space, but you can't cut, copy, or paste text from apps in your work space into apps in your personal space.

Can I use personal apps on my work's network?

If your administrator turns on BlackBerry Balance technology, depending on the rules set by your administrator, you or your administrator can allow work apps to access your organization's Wi-Fi or VPN network.

On the home screen, swipe down from the top of the screen. Tap **Settings** > **BlackBerry Balance**. If the **Allow Personal Apps to Use Work Networks** switch is on, you can use personal apps on your organization's network.

If personal apps aren't allowed to use your organization's networks and if a personal network isn't available, personal apps that need access to the Internet might not work.

Where is my picture that I just took?

Note: The camera might not be available depending on your BlackBerry device model.

If your device uses BlackBerry Balance technology, you have a Camera app in your personal space and another in your work space. Pictures and videos taken using the camera in your personal space are stored in your personal space. All of the files saved to your media card are also stored in your personal space. Pictures and videos taken using the Camera app in your work space are stored in your work space. Attachments, including picture and video files, saved from work email messages are accessible only in the work space.

For example, in BBM which is a personal app, to create a profile picture, you can use a picture taken using the camera in your personal space or a picture that you downloaded from an email message sent to a personal email account. You can't use a picture taken using the camera in your work space or a picture that you downloaded from an email message sent to your work account. Personal apps can't access pictures and documents in your work space.

Note: In your work space, if you tap the camera icon at the bottom of the screen , the Camera app from your personal space opens in your work space. To open your work space camera, tap the Camera app icon on the home screen.

What happens to my device data if I leave my organization?

If your administrator turns on BlackBerry Balance technology, your administrator can delete your work data from the work space on your BlackBerry device and leave your personal data and applications intact in the personal space. If you store personal data within work apps, for example you add a personal contact to the Contacts app in your work space, that personal data is deleted from your device when your administrator deletes your work space.

Your administrator can delete all of your device data, including your personal content. This feature helps to secure your device if your device was lost or stolen.

Troubleshooting: Work space and BlackBerry Balance

My device is quarantined

If your BlackBerry device is quarantined, you receive a notification that you can't access your work space until you resolve the problem. When your device is quarantined, you can't access files or email messages on your organization's network

from your device, but you can access files in your work space that are saved on your device. If your device is quarantined, your administrator might delete some or all the data on your device.

Note: A device can be quarantined only if the work account on the device is associated with an Enterprise Mobility Management (EMM) solution from BlackBerry.

To remove your device from quarantine, try the following:

- If services aren't correctly activated on the SIM card in your device, try using a different SIM card or changing your wireless service plan.
- If your device is running a version the BlackBerry 10 OS that your organization doesn't support, contact your administrator to update to a supported version.
- If the EMM solution from BlackBerry detects that the security of your device is compromised, contact your administrator for information about how to reinstall the BlackBerry 10 OS.

If you still can't unlock your work space, contact your administrator.

Remember

Collecting and organizing tasks, notes, and more with the Remember app

If you're planning a trip to Paris, you can create a folder called "My Trip to Paris" in the Remember app. As you're browsing the Internet on your device, you can send trip-related websites to the folder. When you remember something you need to do before the trip, you can add a to-do item to the folder, and add a due date to the item so that you don't forget about it. Everything you need to remember about the trip is in one place.

The Remember app is designed to sync with the accounts that you add to your BlackBerry device. If you added a work email account to your device, your tasks, notes and flagged messages from your work account are kept in sync with the Remember app. If you added an Evernote account to your device, you can access your Evernote notebooks in the Remember app and sync your Remember folders to Evernote.

Adding a folder, task list, or an entry to the Remember app

Create folders, task lists, or entries in the Remember app to help you stay organized. The more entries you add, the easier it is to track items on your to-do list.

Create a folder or task list in the Remember app

1. Tap **Notes** to create a new folder or **Tasks** to create a new task list.
2. Tap > .
3. Type a name for the folder or task list.
4. To sync your folder or task list with an account (for example, an Evernote account), choose an account from the **Save to** drop-down list.
5. To change the color of the folder or task list, tap a different color swatch.
6. Tap **Save**.

Add an entry to the Remember app

When you add an entry to BlackBerry Remember, in most cases you can choose between a note or task. Tasks include a completion checkbox and the option to add a due date or reminder. When you create a new task, it also appears in the Calendar app. If you add an entry to a folder that's synced with one of your accounts, you might not be able to choose whether the entry is a note or task.

1. Tap **Notes** or **Tasks**.
2. Tap .
3. Enter the information for the entry, such as a title, notes, tags, and a due date.
4. Tap **Save**.

Add a due date and reminder time to a task

When you add a due date to a task in BlackBerry Remember, your BlackBerry device adds the entry to the Calendar app. To receive a reminder, you must add a specific reminder time to your task.

1. While you're adding or changing a task:
   - To add a due date, turn on the **Due Date** switch. Tap **Date**. Select a date.
   - To add a reminder time, turn on the **Reminder** switch. Tap **Date**. Select a reminder date and time.
2. Tap **Save**.

Set up a recurring task

When you create or change a task in BlackBerry Remember, you can set it to repeat every day, on specific days or times, or at specific intervals.

1. While you're adding or changing a task, tap **Recurrence**.
2. Do any of the following:

- To set how often your task repeats, in the **Repeats** drop-down list, tap an option.
- To set when the task should end, in the **End** drop-down list, tap an option.

Add tags to an entry

Tags help you to categorize your entries. For example, you can add the tag "recipe" to any entries containing recipes, and then filter your entries by that tag.

1. In the Remember app, tap an entry.
2. Tap **Tags**.
3. Type your tag name.

Format the text in an entry

Depending on the account that your entry is associated with, you might be able to apply formatting to italicize, bold, or underline text, create lists, or change the text size and color.

1. In the Remember app, tap an entry.
2. In the **Additional notes** field, tap .

Stop synchronizing folders in the Remember app

When you add an email account that is supported by Microsoft Exchange ActiveSync, by default, the tasks and notes from that account appear as synchronized folders in the Remember app. To stop synchronizing these folders:

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Accounts**.
3. Tap an account.
4. On the **Edit Account** screen, turn off the **Sync Tasks** switch.

Record a voice note in the Remember app

You can use BlackBerry Remember to record voice notes.

1. In a note, a task, or on the **Tasks** or **Notes** screen, tap .
2. Tap .
3. Speak your voice note.
4. When you're finished, tap > **Done**.

Tip: You can also take pictures without leaving the Remember app. To take a picture, in an entry or on the **Tasks** or **Notes** screen, tap .

Send something to the Remember app

Using the sharing capabilities of your BlackBerry device, you can send photos, videos, audio files, websites, or Documents To Go files to BlackBerry Remember.

1. In an app, touch and hold the item that you want to send to the Remember app.
2. Tap > **Remember**.
3. Edit the item if necessary.
4. Tap **Save**.

Changing a folder, task list, or entry in the Remember app

Change an entry

1. In the Remember app, tap an entry.
2. Make your changes.
3. Tap **Save**.

Convert an entry to a note or a task

Depending on your email account, when you change an entry in the Remember app, you can convert its format, for example, from a note to a task.

1. Tap the folder name or, if your entry isn't saved to a folder, tap **Unfiled**.
2. Tap **Task** or **Note**.
3. Select a folder or tap **None**.

Move an entry to a different folder

If you have BlackBerry Balance set up on your device, entries associated with a work account can't be moved to a non-work folder. Also, if a work folder is specifically meant for notes or tasks (for example, folders synced with an email account supported by Microsoft Exchange ActiveSync), you might not be able to move entries in that folder.

1. In the Remember app, touch and hold an entry.
2. Tap , and select a new location for the entry.
3. Tap **Move**.

Change the color of a folder or a task list

1. In the Remember app, touch and hold a folder or a task list.
2. Tap .
3. Tap a color.
4. Tap **Save**.

Delete a folder, task list, or entry in the Remember app

CAUTION: If you delete a folder or task list, the entries inside are also deleted.

1. In the Remember app, touch and hold a folder, task list, or entry.
2. Tap .

Viewing and searching your entries in the Remember app

There are several ways to sort through or view your entries in the Remember app. You can use the search feature to easily find the entries you need.

Search for an entry in the Remember app

1. Open a folder or task list.
2. In the search field at the top of the screen, start typing a search term.
3. Tap a result.

Tip: You can also use the search field to add an entry. Just start typing and tap **Submit**.

View Remember entries that have the same tag

If you added tags to your BlackBerry Remember entries, you can filter entries by those tags.

1. In the Remember app, tap **Tags**.
2. Tap a tag to view entries with that tag.

Sort your Remember app entries

Note: Depending on whether you are sorting tasks or notes, some of these options might not be available.

1. Tap ⋮.
2. Tap ↓≡.
3. In the **Sort Order** drop-down list, select one of the following:
   - **Due Date**
   - **Title**
   - **Creation Date**
   - **Last Modified Date**

Change the default view in the Remember app

You can set the default view so that when you open BlackBerry Remember, you see what's important to you.

1. In a folder or on the Remember folder screen, swipe down from the top of the screen.
2. Tap ⚙.
3. In the **Default View** drop-down list, select one of the following:
   - **Tasks View**
   - **Notes View**
   - **Tags View**
   - **Most Recent**

Restart the app for the changes to take effect.

Troubleshooting: Remember app

I can't add due dates, tags, voice notes, or attachments to an entry

If your entry is in a folder that's synced with an email account or an Evernote account that you added to your BlackBerry device, you might not be able to add due dates, tags, or attachments to the entry. Try moving the entry into a new folder.

I can't send something to the Remember app

Some items can't be sent directly to BlackBerry Remember. You should be able to send photos, videos, audio files, websites, contacts, and Documents To Go files to the Remember app.

You might not be able to share certain items into folders that are synced with a work account.

I can't open a folder in the Remember app

If your BlackBerry device is set up to use BlackBerry Balance, you might need to unlock your work space to access all of your folders and entries.

1. In the Remember app, at the top of the screen, tap **Tap to Unlock Work Space**.
2. Enter your work space password.

Security and backup

Passwords and locking

There are several types of locks, PINs, and passwords that you can use to help protect your BlackBerry device.

If you use your device for work, your organization might already have security settings in place, such as requiring a password to unlock your device.

BlackBerry ID

A BlackBerry ID is an email address and password that gives you access to BlackBerry websites, apps, and services. If you change your BlackBerry device, your BlackBerry ID can help you transfer data to your new device. If you turn on BlackBerry Protect and your device is ever lost or stolen, someone who finds your device can't set up the device without knowing your BlackBerry ID.

Make sure that you use the same BlackBerry ID for all of your BlackBerry devices.

Sign in with your BlackBerry ID to do the following and more:

- Turn on BlackBerry Protect to help locate your device and protect the data on your device if your device is ever lost or stolen.
- Keep track of your app purchases and payment options in the BlackBerry World storefront.
- Use BBM features, such as backing up and moving BBM contacts to a new BlackBerry device.

Password locking and screen locking

While your device is locked, you can still receive notifications of new email and text messages (SMS and MMS), make an emergency phone call, view your battery charge level, set an alarm, or take a picture.

To conserve battery power and avoid accidental key presses, lock the screen. To help to avoid unauthorized use of your device, you need to set a device password. For additional security, you can also set up two-factor authentication and use a smart card to unlock your device.

In your display and security settings, you can set your device to lock itself after a certain amount of inactivity. You can also write a custom message that displays on the locked screen.

If you forget your password, it can't be recovered. BlackBerry recommends that you back up your data regularly. By default, for security reasons your device data is deleted when an incorrect password is entered ten times.

BlackBerry Balance and the work space password

If you associate your device with your organization's network, your administrator might turn on BlackBerry Balance technology. BlackBerry Balance is designed to separate and secure areas of your device as work-only or personal-only.

Your administrator may require you to set a work space password to protect files, apps, and data associated with your organization, such as your work email account. Your administrator sets rules to control whether you can use the same password for both your work space and device.

If you enter your work space password more than the allowed number of times, your work space and the contents within it are deleted. You can reduce or increase the number of allowed work password attempts in your BlackBerry Balance settings.

Note: Your administrator might not permit you to change some password lock options for your work space, such as the password requirement, the timeout duration, and using the same password for your work space and your device.

Network lock and unlock code

To use a SIM card from another service provider, for example, if you're traveling and want to use a local service provider's network, you can request unlock codes (MEP codes) from your current service provider, and change the Phone Network Lock settings for your SIM card.

If you exceed the number of allowed attempts to enter an unlock code, your SIM card will allow emergency calls only. For assistance, you can contact your service provider.

SIM card PINs

You can set two different PINs for the SIM card in your device. You can use a SIM card PIN to help to prevent unauthorized use of your SIM card in another device. For example, if you lose your SIM card and someone tries to use it in another device, the SIM card can't be used unless the PIN is entered correctly. If you exceed the number of allowed attempts to enter the SIM card PIN, your SIM card will stop functioning. To unblock your SIM card, contact your wireless service provider for a PUK code.

A SIM card PIN2 is designed to enable certain phone features like fixed dialing.

To get a SIM card PIN, contact your service provider and turn on SIM card security in your security settings.

Lock or unlock your device

Tip: A quick tap on the **Power/Lock** key will put your device to sleep. This should help you conserve battery power.

Lock your screen

By locking the screen, you can help prevent your BlackBerry device from sending accidental messages or pocket dialing. Locking the screen doesn't turn off notifications for incoming calls or messages.

Press the **Power/Lock** key on the top of your device.

To unlock the screen, swipe up from the bottom of the screen.

Lock your device with a password

Looking for a simple way to help protect your BlackBerry device data and prevent unauthorized use of your device? You can set a device password so that you can lock your device when it's in open view or not in use.

1. If you don't have a password, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password**. Do one of the following:
   - To set a device password composed of characters and numbers, turn on the **Device Password** switch. Enter a password.
   - To set a quick device password composed of numbers only, turn on the **Simple Password** switch. Enter a password.
2. To lock your device, do one of the following:
   - Press and hold the **Power/Lock** key. Tap .
   - To automatically lock your device after a certain amount of time, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password**. In the **Lock Device After** drop-down list, select an interval.
   - To automatically lock your device when it's in a BlackBerry case, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password**. Turn on the **Lock Device When Holstered** switch.
   - To allow an active app to override when your device locks, for example, so your device does not lock while you are watching a movie in the Videos app, on the home screen, swipe down from the top of the screen. Tap **Settings** > **Security and Privacy** > **Device Password**. Turn on the **Allow Apps to Extend Password Lock Time** switch.

To unlock your device, press the **Power/Lock** key. Swipe up from the bottom of the screen. When prompted, enter your device password.

Lock your device with your work space password

If your BlackBerry device uses BlackBerry Balance technology to separate your work and personal activity, you might be able to use the same password for your work space password and your device password, depending on the rules set by your administrator.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Device Password** > **BlackBerry Balance**.
3. If prompted, type your work space password.
4. Turn on the **Use as my device password** switch.
5. Type your device password. Tap **OK**.
6. Type your work space password. Tap **OK**.

Create a picture password

Rather than type a password to unlock your device, you can use a secret picture and number gesture, and unlock your device with one hand. Choose a picture, a number, and set up the combination. The number of combinations is nearly endless!

To turn on the picture password, you need to first set a device password. A device password is also needed in case you forget your picture password, or if you need to enter a password to access your BlackBerry device from a computer.

If your device uses BlackBerry Balance technology, in your **Balance** settings, make sure that you turn off the **Use as my device password** switch.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Device Password**.
3. Turn on the **Picture Password** switch.
4. Enter your device password.
5. Complete the instructions on the screen.

Tip: When your create your picture password or unlock your device, you can drag your finger anywhere on the screen so that you have a clear view of where the number is moved.

Unlock your device with a network unlock code

To obtain the unlock codes for your BlackBerry device, contact your service provider.

Your device might be network locked which allows your device to make a mobile network connection with only your current service provider. If you plan to travel internationally and you want to use a SIM card from another service provider, you might need to enter an unlock code.

Tip: To see the current service provider associated with your device, on the home screen, swipe down from the top of the screen. Tap **Settings** > **About**. In the **Category** drop-down list, tap **SIM Card**.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **SIM Card**.
3. In the **Phone Network Lock** section, tap a locked item.
4. When prompted, enter the unlock code.

CAUTION: For security reasons, each unlock code can only be entered incorrectly 10 times. If you exceed the number of allowed attempts to enter an unlock code, your SIM card will allow emergency calls only. For assistance, contact your service provider.

Change or remove your device password

CAUTION: If you can't remember the password for your BlackBerry device, the only way to change your password or regain access to your device is to delete all of your data by completing a security wipe.

If BlackBerry Balance technology is set up on your device, depending on the rules set by your administrator, you might not be able to remove the password for your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Device Password** > **Change Device Password**.

To stop using a password, turn off the **Device Password** switch.

How do I reset my device password if I forget it?

For security reasons, the only way that you can reset your BlackBerry device password without knowing your current device password is to delete all of your device data. You can typically do this by entering an incorrect device password ten times.

If you have the BlackBerry Protect anti-theft feature turned on, to set up your device again, you will need to enter your BlackBerry ID.

BlackBerry recommends that you regularly create and save a backup file on your computer.

Display text when your device is locked

You can display text on the screen of your BlackBerry device when the device is locked. For example, you can display a favorite quote, emergency contact information, or your own contact information so that if you lose your device, anyone who finds it can contact you.

1. On the home screen, swipe down from the top of the screen.

2. Tap **Settings** > **Security and Privacy** > **Lock Screen**.
3. In the **Lock Screen Message** fields, type the text.

To delete the text that appears on the screen when your device is locked, delete the text in the **Lock Screen Message** fields.

Protect your SIM card with a PIN

You can use a SIM card PIN to prevent unauthorized use of your SIM card in another device. For example, if you lose your SIM card and someone tries to use it in another device, the SIM card can't be used unless the PIN is entered correctly.

You can request the PIN for your SIM card from your service provider.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **SIM Card**.
3. Turn on the **SIM Card PIN Lock** switch.
4. Type the SIM card PIN that your service provider gave you.

CAUTION: If you exceed the number of allowed attempts to enter the SIM card PIN, your SIM card will stop functioning. To unblock your SIM card, contact your service provider.

Change your SIM card PIN

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **SIM Card**.
   - To change the PIN that protects your SIM card, tap **Change PIN 1**.
   - To change the PIN that controls access to calling features such as fixed dialing, tap **Change PIN 2**.

About smart cards

You can use a smart card and the password for your BlackBerry device or work space to unlock your device. You can use smart card certificates to send S/MIME-protected messages.

Smart cards store certificates and private keys. You can import certificates from a smart card to your device by using an external smart card reader or a microSD smart card. Private key operations such as signing and decryption use the smart card. Public key operations such as verification and encryption use the public certificates on your device.

Use two-factor authentication

Two-factor authentication lets you use a smart card and the password for your BlackBerry device or work space to unlock your device.

The Smart Password Entry feature is designed to make it easier for you to enter your passwords on your device. Your device can remember the format of the password you type in a password field and display the appropriate numeric or alphanumeric keyboard on the screen. Also, if the password for your device or work space and the password for your smart card are the same, your device can enter the password for your smart card when you type the password for your device or work space.

You might need to turn on NFC or Bluetooth on your device, depending on the type of smart card you use.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Device Password** > **Authenticator Settings**.
3. To set your device to use a smart card to unlock your device or your work space, in the **Smart Card User Authenticator** drop-down list, tap **Device** or **Work**.
4. Do any of the following:
   - To set up your device so that it is easier to enter the password for your smart card and the password for your device or work space, turn on the **Smart Password Entry** switch.
   - To set your device to lock when you remove your smart card from your device or an external smart card reader, turn on the **Lock on Card Removal** switch.

Import a certificate from a smart card

You can import a certificate from a microSD smart card inserted in your BlackBerry device, or in an external smart card reader that is connected to your device using a USB cable, or that is paired with your device using Bluetooth technology.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Smart Card** > **Import Certificates**.
3. Complete the instructions on the screen.

Store your smart card password on your device

You can set your BlackBerry device to temporarily store your smart card password, so that you don't have to enter it as often. To clear the cache, lock your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Smart Card**.
3. Turn on the **PIN Caching** switch.

Turn off LED notifications for a smart card

The red LED flashes when your BlackBerry device accesses data on a smart card. You can turn off this indicator.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Smart Card**.

3. Turn off the **LED Activity Indicator** switch.

What to do if your device is lost or stolen

If you have BlackBerry Protect set up on your BlackBerry device, visit http://protect.blackberry.com and sign in with your BlackBerry ID. From the BlackBerry Protect website, you can:

- Lock your device and change your device password
- Add a message to the home screen of your device
- View the location of your device on a map
- Delete all of the data on your device
- Flag your device as stolen

If your device is not connected to the wireless network, or if the data services are turned off, you should still try to lock your device and delete your data by using the BlackBerry Protect website. The next time your device connects to a wireless network, or data services are turned on, your device is designed to lock and to wipe all the data.

If you don't have BlackBerry Protect set up on your device, contact your service provider or your administrator and report your device as lost or stolen. Your service provider or administrator has the ability to remotely lock your device and delete your data.

If you suspect your device was stolen and you locate your device by using the BlackBerry Protect website, contact your local law enforcement agency to retrieve your device. Don't try to retrieve your device on your own.

BlackBerry Protect

Finding and protecting a lost device

BlackBerry Protect includes features designed to help you find your BlackBerry device and help protect the data on your device if your device is ever lost or stolen. You can turn on BlackBerry Protect when you first set up your device, or later in your device settings. You can manage up to seven devices from your BlackBerry Protect account.

After you turn on BlackBerry Protect, visit http://protect.blackberry.com and sign in with your BlackBerry ID. On the BlackBerry Protect website, you can view the current location of your device on a map, make it ring (even if it's in silent mode), or display a custom message on your locked device to provide instructions about how to contact you. If your device is stolen, you can remotely lock it, change the password, or delete all of the data from your device. When you flag your device as stolen and delete all of the data from your device by using the BlackBerry Protect website, BlackBerry Protect remains enabled on your lost or stolen device. If someone finds your device, that person can't set it up without knowing your BlackBerry ID.

If you add a work email account to your device, your administrator might disable BlackBerry Protect, or the ability to remotely change your password or view the location of your device.

About anti-theft protection

When you turn on BlackBerry Protect, anti-theft protection is turned on. Someone else can't do the following without knowing your BlackBerry ID:

- Turn off BlackBerry Protect.
- Delete the data on your device by using the Security Wipe feature on the Settings menu.
- Set up your device to use after wiping your device by incorrectly entering a password 10 times.

When BlackBerry Protect is on, if someone tries to set up your device with a different BlackBerry ID, the device becomes unusable.

You can turn off the anti-theft feature by turning off BlackBerry Protect on your device. To turn off BlackBerry Protect, you must enter the password for your BlackBerry ID.

Set up BlackBerry Protect on your device

Your BlackBerry ID username must be a valid email address.

To use BlackBerry Protect, your BlackBerry device must be connected to a wireless network.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **BlackBerry Protect**.
3. Turn on the **BlackBerry Protect** switch.
4. If prompted, sign in with your BlackBerry ID.
5. If prompted, confirm that your BlackBerry ID username is a valid email address.
6. To be able to view the current location of your device on a map, tap **Location Services**. Turn on the **Location Services** switch.

To use the BlackBerry Protect features, go to http://protect.blackberry.com and sign in with your BlackBerry ID.

To turn off BlackBerry Protect, on your device, turn off the BlackBerry Protect switch. Enter the password for your BlackBerry ID. Tap **Verify**.

Troubleshooting: BlackBerry Protect

I can't turn on BlackBerry Protect

- To turn on BlackBerry Protect, you must sign in with a valid BlackBerry ID.
- If your BlackBerry device is associated with an Enterprise Mobility Management solution from BlackBerry, this feature might be turned off by your administrator. To learn about how your device can be protected against loss or theft, contact your administrator.

Wiping your device to delete your device data

Before you switch to a new device or give away your current BlackBerry device, you should wipe it. A security wipe is designed to permanently delete all of the data on your device so it can't be recovered. This data includes email accounts, downloaded apps, media files, documents, browser bookmarks, and settings. A security wipe is also designed to turn off BlackBerry Protect so that another person can set up the device.

If you have the BlackBerry Protect anti-theft feature turned on, to complete the security wipe, you must enter your BlackBerry ID.

Wipe your device

Before you wipe your BlackBerry device, consider backing up your data on a computer. You can use BlackBerry Link to back up your device data. To download the latest version of BlackBerry Link to your computer, visit www.blackberry.com/BlackBerryLink.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Security Wipe**.
3. Do one of the following:
   - Tap **Delete Data**. Type the password for your BlackBerry ID. Tap **Verify**.
   - Type **blackberry**. Tap **Delete Data**.

   When the security wipe is completed, your device turns off automatically. To turn on your device, press the **Power/Lock** key. When the security wipe is completed, BlackBerry Protect is also turned off. To turn on BlackBerry Protect, tap **Settings** > **BlackBerry Protect**.

Tip: If you plan to give away or recycle your device, remember to also remove your SIM card and media card.

Security settings

You can set and change the security settings for applications on your BlackBerry device, and set up parental controls to restrict or limit access to features and content. You can use a smart card, and import certificates from your computer to increase the security of data on your device. And if you need to permanently delete all data from your device, you can wipe it.

Setting security permissions for apps

BlackBerry 10 OS includes application permissions that are designed to let you control the information and features that an application can access on your BlackBerry device. For example, you can control whether an app can access your email, contacts, pictures, or the location of your device. Keep in mind that some applications require specific permissions to work. You can also help safeguard your device by downloading apps only from trusted sources, such as the BlackBerry World storefront.

When you open an app for the first time, your device might display a list of the files and features that the app wants to access. If something doesn't seem right to you, you can reject the app's request to access an item. For example, you might download a game that requests access to your messages, which might make sense if the game includes a feature to share your game score. However, if you aren't comfortable with the game having the ability to compose and view your email messages, you can turn off access to messages or delete the app. You can view or change permissions for most apps in your device settings.

For some apps, when you install the app, you are prompted to accept or decline all of the requested permissions. If you decline, the prompt will appear again the first time you open the app. You can't change the application permissions later unless you delete and reinstall the app.

Change or view app permissions

For some apps, if you turn off permissions, the app might not work as you expect. If an app isn’t working as you expect it to, consider turning on some or all of the app permissions.

The Run When Minimized application permission setting lets an app continue performing tasks after you minimize the app on your BlackBerry device.To help extend the life of your battery, consider turning off the Run When Minimized permission for apps on your device.

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Application Permissions**.
   - To view permissions for a particular app, tap an app.
   - To view which apps use a particular permission, in the **Permissions** drop-down list, tap the permission.
3. To turn on or turn off a permission, tap the switch.
4. Restart your device for the change to take effect.

About BlackBerry Guardian

Feel safe and secure when you download apps and games from BlackBerry World with BlackBerry Guardian.

BlackBerry Guardian evaluates all apps and games in BlackBerry World before they're made available for downloading. BlackBerry Guardian is designed to protect you from downloading apps and games that might include malicious software or privacy concerns. The BlackBerry Guardian icon in the BlackBerry World storefront indicates that the app or game has been evaluated for malicious software or privacy concerns.

BlackBerry Guardian also incorporates technology from software security leader Trend Micro. BlackBerry Guardian is constantly evolving to help identify the most advanced forms of malicious software and privacy concerns.

If malicious software is discovered in an app or game after it's available, the app or game is removed from BlackBerry World.

Using Parental Controls

Parental Controls are designed to give you more control over how a BlackBerry device can be used and contacted. You can turn off access to certain apps, features, and content. You can also restrict incoming phone calls and messages to people in the Contacts app.

Parental Controls settings are protected with a password, making them difficult to change or turn off without your knowledge. You can set your device so that the Parental Controls password is required to add an email or social networking account, or to purchase an app from the BlackBerry World storefront.

Note: If BlackBerry Balance technology is turned on, the Parental Controls feature is not available.

Restrict or limit access to features and content

1. On the home screen, swipe down from the top of the screen.
2. Tap **Settings** > **Security and Privacy** > **Parental Controls**.
3. Turn on the **Parental Controls** switch.
4. Enter the Parental Controls password.
5. Change the options.

Import a certificate from your computer

1. Do one of the following:
   - To import the certificate using a USB connection, connect your BlackBerry device to your computer using a USB cable. If necessary, on your computer, enter your device password.
   - To import the certificate using a Wi-Fi connection, on your device, swipe down from the top of the home screen. Tap **Settings** > **Storage and Access**. Turn on the **Access using Wi-Fi** switch. Type a storage access password. Tap **Identification on Network** and make note of the **Username**.
2. On your device, on the home screen, swipe down from the top of the screen.
3. Tap **Settings** > **About**.
4. In the **Category** drop-down list, tap **Network**.
5. In the **Wi-Fi** or **USB** section, make note of the **IPv4** address.
6. On your computer, navigate to and copy a certificate file.
   - If your computer uses a Windows operating system, in a Run command, type the IP address in the following format: \\xxx.xxx.xxx.xxx.

- If your computer uses a Mac operating system, select **Go** > **Connect to Server**. Type the IP address in the following format: smb://xxx.xxx.xxx.xxx.

7. Do one of the following:
   - If your computer uses a Windows operating system, open the **media\downloads** folder. If necessary, enter the username and storage access password.
   - If your computer uses a Mac operating system, open the **media/downloads** folder. If necessary, enter the username and storage access password.
8. Paste the certificate into the **media\downloads** or **media/downloads** folder.
9. On your device, tap < > **Security and Privacy** > **Certificates** > **Import**.
10. Follow the instructions on the screen.

Password Keeper

You can use the Password Keeper app to store all your passwords, usernames, and security questions in one place. If you want a password that is difficult to guess, you can also use Password Keeper to generate random passwords that contain numbers, letters, and symbols.

Password Keeper is designed to encrypt your passwords to protect them. When you enter your password for the Password Keeper app, the passwords that you store in the app are decrypted so you can see them.

Transfer password records

To transfer password records, you must first back up the password data as part of the backup file during the device switch process, or export the password records to a backup file.

If you saved the backup file to a media card, insert the media card into your new BlackBerry device. If you didn't save the backup file to a media card, you can use BlackBerry Link to transfer the records.

1. In the Password Keeper app, swipe down from the top of the screen.
2. Tap ⚙ > **Import Passwords**.
3. Complete the instructions on the screen.

Store password records in the cloud

If you store password records in the cloud, you don't need to transfer records when you switch BlackBerry devices. When you sign in to your new device using your BlackBerry ID and the same Password Keeper password that you used on your old device, the records appear in the Password Keeper app.

1. In the Password Keeper app, swipe down from the top of the screen.
2. Tap ⚙.

3. Turn on the **Cloud Synchronization** switch.

To delete password records stored in the cloud, tap **Delete Cloud Records**. Password records are deleted only from the cloud and not from your device.

Manage password records

In the Password Keeper app, do any of the following:

- To add a record, tap + . Enter the required information. Tap **Save**.
- To edit a record, tap the record. Tap . Edit the information. Tap **Save**.
- To copy a record, touch and hold a record. Tap .
- To make a record a favorite, touch and hold a record. Tap . Favorites appear at the top of your password records.
- To see the password history, tap a record. Tap **More**.
- To delete a record, touch and hold a record. Tap .

Tip: You can multiselect records that you want to delete by tapping .

Use a password record to log in to a website

Make sure the password record that you want to use has the information for the Website, Username, and Password fields.

1. In the Password Keeper app, tap a password record.
2. Tap **Open**.
3. If the **Open Website** dialog box appears, tap **Password Keeper**.
4. If the webpage isn't the login webpage, go to the login webpage and tap > **Insert Login Info**.

Tip: To use the current webpage as the website for this password record, tap > **Set as Website**.

Create a password record by sharing a web address or text

1. Browse to a website or open an application and select the text you want to share with Password Keeper.
2. Tap > .
3. Tap **Password Keeper**.
4. Add any additional information to your new record.
5. Tap **Save**.

Change the Password Keeper password

It's important to choose a password that you can remember.

CAUTION: If you forget the password for Password Keeper, it can't be recovered.

1. In the Password Keeper app, swipe down from the top of the screen.
2. Tap > **Change Password Keeper Password**.
3. Complete the instructions on the screen.

Lock Password Keeper

1. In the Password Keeper app, swipe down from the top of the screen.
2. Do any of the following:
   - To lock Password Keeper manually, tap .
   - To change when Password Keeper locks automatically, tap . Turn on or turn off any of the **Lock** switches.

Search Password Keeper

1. In the Password Keeper app, tap .
2. Start typing the title, username, website name, or notes you are searching for.
3. Tap the appropriate password record.

You can add a new record by tapping **Add to Password Keeper**.

Create security questions and answers

You can create and store security questions and answers in your password records so that you don't have to remember the specific questions and answers that you set up on individual websites.

Tip: For an answer that's more difficult to guess, Password Keeper can generate a random answer for you.

1. In the Password Keeper app, add a new record or select an existing record. Tap .
2. On the **Add** or **Edit** screen, tap .
3. Select a question from the list or create a personalized question by tapping .
4. Enter your answer or tap **Generate an Answer**.
5. Tap **Save**.

Scan passwords for security risks

You can scan your Password Keeper passwords for weak, common, or vulnerable passwords.

1. In the Password Keeper app, tap .
2. Tap **Scan Now**.
3. Tap a flagged password record to learn more about the risk associated with it.

To make a password more secure, change the password in Password Keeper and on the associated website.

Prevent password and username copying

If you turn off the copy feature, you must enter your passwords and usernames manually.

1. In the Password Keeper app, swipe down from the top of the screen.
2. Tap .
3. Turn off the **Allow clipboard copy** switch.

Hide or show passwords in Password Keeper

In the Password Keeper app, do any of the following:

- Swipe down from the top of the screen. Tap . Turn on or turn off the **Show password** switch.
- In a password field, tap .

Change the criteria for generating passwords

When you add a password record, Password Keeper can generate a random password for you.

1. In the Password Keeper app, swipe down from the top of the screen.
2. Tap and do any of the following:
    - Change the **Length** field.
    - Turn on or turn off the **Include letters**, **Include numbers**, or **Include symbols** switches.

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STL100-1 / RFG81UW, RFG82UW
STL100-2 / RFH121LW
STL100-3 / RFF91LW, RFK121LW
STL100-4/ RFA91LW

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